



## REQUEST FOR QUALIFICATIONS # 0613-237

- Project Title:** *King County Parent Child Visitation (PCV) Services*
- Estimated Contract Period:** November 13, 2006 through June 30, 2008. Amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.
- Response Due Date:** All Responses whether mailed or hand delivered must arrive by 3:00 p.m. Pacific Standard time on October 10, 2006. **Faxed bids WILL NOT be accepted. E-mailed bids WILL NOT be accepted.**
- Submit Responses To:**
- Delivered by Mail:**  
Anita E. Ahumada, RFQ Coordinator  
Department of Social and Health Services  
Administrative Services Division / Central Contract Services  
PO BOX 45811  
Olympia, WA 98504-5811
- Response delivered by Express / Hand Delivery, Or Courier:**  
  
Anita E. Ahumada, RFQ Coordinator  
Department of Social and Health Services  
Administrative Services Division / Central Contract Services  
4500 10<sup>th</sup> Avenue SE  
Lacey, WA 98503

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# SECTION I. INTRODUCTION

## A. PURPOSE OF REQUEST FOR QUALIFICATIONS

The Washington State Department of Social and Health Services (DSHS), Children's Administration (CA), Region 4 intends to award one or more contracts to qualified organizations to provide supervision, transportation and documentation of Parent Child Visitations in multiple therapeutic and homelike facilities throughout King County which take into consideration the families social and cultural patterns. The services must be provided in a safe environment for children and families. Visits must be scheduled to meet the clients' needs which will allow day, evening, and weekend visitation. At times, visitations may require interpreters or translation services.

Visitation is conducted throughout King County. At this time, the distribution of children placed in care is in or near the following cities: Auburn, Bellevue, Black Diamond, Bothell, Burien, Covington, Des Moines, Duvall, Enumclaw, Kent, Kenmore, Kirkland, Lake Forest Park, Maple Valley, New Castle, Normandy Park, North Bend, North Seattle, Pacific, Preston, Ravensdale, Redmond, Renton, Sammamish, Seatac, Shoreline, Snoqualmie, South Seattle, Tukwila, Vashon Island, and Woodinville. The majority of the children are in Seattle and south King County.

## B. BACKGROUND

Under RCW 13.34.136, DSHS shall encourage the maximum parent and child and sibling contact possible, including regular visitation and participation by the parents while the child is in placement. Visitation may be limited or denied only if the court determines that such limitation or denial is necessary to protect the child's health, safety or welfare.

Visitation is central to maintaining parent-child and sibling bonds, familial connections and continuity for children requiring out-of-home placement due to health and safety concerns. Research indicates that permanency outcomes improve, and efforts to reunify families are more successful when visitation services take place in a safe, culturally sensitive, family-centered environment.

## C. PROJECT SCOPE

The selected contractor(s) will train, document training and supervise staff in the safety of children and families. Contract staff is to recognize signs of child abuse and neglect, and learn to whom to report child abuse and neglect, interpret inappropriate behavior, and provide appropriate intervention. Staff will be expected to have acute observation skills and accurate observation documentation.

The selected contractor(s) will provide either/or parent-child, sibling and relative caregiver visitation for children and youth in the temporary and extended custody of DSHS/CA. The selected contractor(s) will provide a therapeutic homelike setting designed to maintain and enhance parent-child attachment and bonding to improve parenting skills and techniques. The selected contractor(s) will provide to DSHS/CA reports detailing visitation activities and interactions.

Further, the selected contractor(s) will transport children to and from the visitation site. Parents and other visiting children/youth or relatives approved by the social worker to visit with the children will be responsible for their own transportation.

Payment for visitation and transportation services will be based on the total number of hours spent transporting children to and from their pick up point and the visitation site and the total number of hours spent supervising visits [NOTE: Payment is not based on the number of children or families served. But, the payment is based per trip which is calculated from whichever is the shortest distance the PCV driver's residence, the county line (if the driver's residence is in a different county than where the PCV site is

located) or the Contractor's PCV site.]. Payment will be in accordance with rate(s) in effect at the time services are provided.

**For example, the PCV driver lives in Buckley, WA, s/he picks up children in Enumclaw, Covington and Auburn, and takes the children to the Auburn, WA visitation site. The PCV driver logs the time when s/he crosses the county line into King County and gets to the PCV visitation site. Those are the only transportation hours that will be paid. Likewise, if the PCV driver lives in Federal Way, WA, s/he picks up children in Enumclaw, Covington and Auburn, and takes the children to the Auburn, WA visitation site. The PCV driver logs the time from the visitation site and back to the visitation site. The PCV driver must use the fewer number of hours and which is from the visitation site, and back to the visitation site. It is always the shortest time from either the workers home or the visitation site to the children's residence and return.**

Mileage for children's transportation will be reimbursed at a rate set by Washington State Office of Financial Management (OFM). Transportation may include multiple children. Each trip to the visitation site/pick up point will be one service unit regardless of the number of children in the vehicle and where the children were picked up enroute.

**For example, the PCV driver lives in Buckley, WA, s/he picks up children in Enumclaw, Covington and Auburn, and takes the children to the Auburn, WA visitation site. The PCV driver logs the mileage when s/he crosses the county line and gets to the PCV visitation site. Those are the only miles that will be paid. Likewise, if the PCV driver lives in Federal Way, WA, s/he picks up children in Enumclaw, Covington and Auburn, and takes the children to the Auburn, WA visitation site. The PCV driver must use the shortest distance and which is from the visitation site, and back to the visitation site. It is always the shortest distance from either the workers home or the visitation site to the children's residence and return.**

Parent Child Visitation services fall into three (3) categories:

1. Supervised Visits - Direct Supervision (Highest level of supervision) The Contractor's staff must be within sight and sound of the children and all parties to the visit at all times during the visit. The Contractor's staff must be present supervising the visit and intervene to protect the child as needed. The Contractor's staff shall complete a Visitation Report describing and documenting observations of behaviors during each monitored visit and to /from the visit when transportation is provided. The Contractor shall submit the narrative report to the referring CA social worker no later than five (5) days after each visit.
2. Monitored Visits – Indirect Supervision (Second highest level of supervision). The Contractor's staff must be on site during the visit and must observe the parent child interaction at least every 15 minutes to ensure the child's safety. The Contractor's staff must be able to intervene immediately to protect the child as needed. The Contractor's staff shall complete a Visitation Report describing and documenting observations of behaviors during each monitored visit and to /from the visit when transportation is provided. The Contractor shall submit the narrative report to the referring CA social worker no later than five (5) days after each visit.
3. Transportation only – CA reserves the right to use or not use this element based on its need and capacity. The Contractor's staff shall pick up and deliver the child to and from an agreed upon location for visitation. The Contractor's staff is only responsible for supervision during transportation and not for supervising or monitoring the Parent Child Visitation.

## **D. MINIMUM QUALIFICATIONS**

Your organization must meet each of the following minimum qualifications in order for DSHS to consider your Response:

- 1 Your organization must have at least 3 years experience working with and/or supervising children, with at least eighteen (18) months of that experience with children in the child welfare and/or child protection system(s).
- 2 Your organization must have at least 2 years experience working with families and family systems, to include evaluating parent/child interactions and mentoring/educating parents on successful parenting skills and techniques;
- 3 Your organization must have a Supervised Visitation and Transportation Program Director with a Bachelors Degree (BA) in social services or closely allied field and five (5) years direct services with children and families; or a Masters of Social Work (MSW) with two (2) years direct services with children and families; three (3) years supervision supported with a sample of your written documentation.
- 4 Your organization must have a license to conduct business in the State of Washington;
- 5 Your organization must pass a credit history check which demonstrate that you meet your financial obligations and that you, your business partners and/or the business, have not filed for bankruptcy, reorganization or receivership within the last five (5) years;
- 6 Your organization must demonstrate success in social service delivery and administration.

## **E. FUNDING**

DSHS has budgeted an amount not to exceed \$2,850,000 over an eighteen (18) month period for this project or approximately \$150,000 a month for 800 PCV services. Please note: This amount is the total amount of the award; if multiple contracts are given, each of the contractors would be contracted for a portion of the \$2,850,000 to provide PCV services as defined in the PCV RFQ PCV Sample Contract Exhibit C. DSHS may reject any RFQ in excess of that amount. Any contract awarded is contingent upon the availability of funding.

## **F. DEFINITIONS**

See Exhibit A, Definitions, for the meaning of certain terms used in this RFQ.

## **SECTION II. GENERAL INFORMATION**

### **A. CONTACT INFORMATION**

Upon release of this RFQ, all communications concerning this RFQ must be directed only to the RFQ Coordinator listed below. Any communication directed to DSHS staff, other than the RFQ Coordinator may result in disqualification. Any oral communications will be considered unofficial and non-binding to DSHS. Bidders should rely only on written statements issued by the RFQ Coordinator.

DSHS RFQ Coordinator

Contact: Anita E. Ahumada, RFQ Coordinator  
Department of Social & Health Services  
Administrative Services Division / Central Contract Services

Mailing Address: P.O. Box 45811  
Olympia, Washington 98504-5811

Physical Address: 4500 10th Avenue SE  
Lacey, Washington 98503

Telephone: (360) 664-6079

FAX: (360) 664-6184

E-mail Address: [ahumaae@dshs.wa.gov](mailto:ahumaae@dshs.wa.gov)

### **B. ACCEPTANCE OF RFQ TERMS**

A Response submitted to this RFQ shall be considered a binding offer. Acknowledgement of this condition shall be indicated by signature of an officer of the Bidder legally authorized to execute contractual obligations by submitting with the Response a signed Bidder Information, Certificates and Assurances Form attached hereto as PCV RFQ Exhibit B. A Bidder must clearly identify and thoroughly explain any variations between their Response and DSHS' RFQ. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance, except as outlined or specified in the RFQ.

### **C. SCHEDULE**

The Schedule outlines the tentative schedule for important action dates and times in this process. DSHS reserves the right to revise this schedule at any time and will post any amended schedules on the DSHS Procurement website.

**Figure 1.    *PROCUREMENT SCHEDULE***

<b>Item</b>	<b>Action</b>	<b>Date</b>
1.	Issue RFQ	September 18, 2006
2.	Last Date for Accepting Bidder Written Questions by 3:00 PM Pacific Standard Time	September 22, 2006
3.	Issue Response to Written Questions No Later Than	September 26, 2006
4.	Response Submission Due by 3:00 p.m. Pacific Standard time	October 17, 2006
5.	Response Evaluation	October 18 & 19, 2006
6.	Oral Presentations, If Required	October 23 through 24, 2006
7.	Notify Apparently Successful Bidder	October 30, 2006
8.	Notify Unsuccessful Bidders	October 30, 2006
9.	Begin Contract Negotiations	November 1, 2006
10.	Bidder's Request for Debriefing Due by 3:00PM	November 1, 2006
11.	Hold Debriefing Conferences	November 3, 2006
12.	Bidders' Protest(s) Due	November 10, 2006
13.	Contract Execution	November 13, 2006

#### **D.    CONTRACT**

DSHS intends to award one or more contract(s) to provide the services described in this RFQ.

The Contract term is tentatively scheduled to begin on November 13, 2006, or upon execution of the contract by DSHS, and through June 30, 2008. Contract renewal or amendments extending the period of performance, if any, shall be at the sole discretion of DSHS.

Specific restrictions apply to contracting with current or former state employees pursuant to chapter 42.52 of the Revised Code of Washington. Bidders should familiarize themselves with the requirements prior to submitting a Response.

#### **E.    INSURANCE**

The Apparently Successful Bidder(s) must comply with the insurance requirements identified in the sample contract attached hereto as PCV RFQ Exhibit C.

## **F. CONTRACT AMENDMENT**

Additional services that are appropriate to the scope of this RFQ, as determined by DSHS, may be added to the resulting Contract by a written amendment mutually agreed to and executed by both parties.

## **G. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE**

Materials submitted in response to this RFQ shall become the property of DSHS. All Responses, quotes, lists, evaluation documents and other documents that make up this RFQ shall remain confidential until 1) DSHS makes it available to the public pursuant to RCW 42.17, or 2) the contract(s), if any, resulting from this RFQ is (are) signed by DSHS and the Apparently Successful Bidder(s). Thereafter, the Responses shall be deemed public records as defined in RCW 42.17, accessible upon written request for disclosure.

Bidder's Response must include a statement on the Letter of Submittal identifying each page of the Response which contains any proprietary information. Each page claimed to be proprietary must be clearly marked by printing the word "Proprietary" on the lower right hand corner of each page which contains any proprietary information.

If DSHS receives a request to view or copy your Response, DSHS will respond according to applicable law and DSHS policy governing public disclosure. DSHS will not disclose any information marked "Proprietary" in your Response without giving you ten (10) days notice for you to seek a court injunction against the disclosure. You may not mark your entire Response proprietary.

## **H. WRITTEN REPRESENTATIONS**

Responses should be based on the material contained in this RFQ, any related amendment(s), and any questions and answers directed through the RFQ Coordinator.

## **I. QUESTIONS AND ANSWERS**

Bidders should fax, e-mail or mail written questions to the RFQ Coordinator by **3:00 pm** Pacific Standard Time on September 22, 2006. Early submission of questions is encouraged. Questions will be accepted until the date set forth in the Schedule. Questions and Answers will be on the DSHS Procurement website on or about September 26, 2006.

## **J. RFQ AMENDMENTS**

DSHS reserves the right, at any time before execution of a contract, to amend all or a portion of this RFQ. Amendments will be posted on the DSHS Procurements Web site, if applicable. If there is any conflict between amendments or between an amendment and the RFQ, whichever document was issued last in time shall be controlling.

## **K. RETRACTION OF THIS RFQ**

DSHS and the State of Washington are not obligated to contract for the services specified in this RFQ. DSHS reserves the right to retract this RFQ in whole, or in part, at any time without penalty.

## **L. SUBMISSION OF RESPONSES**

Responses must be prepared and submitted no later than the Response submission date and time specified in the Schedule. The Response is to be sent to the RFQ Coordinator, either by mail or hand delivery, at the address specified in Section II.A., Contact Information. DSHS will not accept any Response submitted by fax. DSHS will not accept any Response submitted by email.

You should allow sufficient time to ensure timely receipt by the RFQ Coordinator. You assume the risk for the method of delivery and for any delay in the mailing or delivery of your Response.



DSHS reserves the right to disqualify any Response and withdraw it from consideration if it is received after the Response submission due date and time. All Responses and any accompanying documentation become the property of DSHS and will not be returned.

#### **M. NONRESPONSIVE RESPONSES**

All Responses will be reviewed by the RFQ Coordinator to determine compliance with administrative requirements and instructions specified in this RFQ. DSHS may reject or withdraw your Response at any time as nonresponsive for any of the following reasons:

- Incomplete Response;
- Submission of alternative Responses;
- Failure to comply with any part of this RFQ or any exhibit to this RFQ;
- Submission of incorrect, misleading, or false information.

#### **N. MINOR IRREGULARITIES**

DSHS may waive minor administrative irregularities related to any Response.

#### **O. COST TO RESPOND**

DSHS will not be liable for any costs incurred by the Bidder in preparing, submitting or presenting a Response for this RFQ.

#### **P. JOINT RESPONSES**

If you submitted a joint Response, with one or more other Bidders, you must designate the prime Bidder. The prime Bidder will be DSHS' sole point of contact, will sign the contract and any amendments, and will bear sole responsibility for performance under the resulting contract.

#### **Q. EXHIBITS**

Exhibits to this RFQ are listed in the RFQ Table of Contents:

Bidders should make sure to download a complete copy of this RFQ and all attached exhibits, as listed in the RFQ Table of Contents. The solicitation documents can be accessed at <http://www1.dshs.wa.gov/msa/ccs/> . If you are unable to download the documents, you should contact the RFQ Coordinator.

It is not a ground for protest if your copy of this RFQ should be missing any exhibit or pages of the RFQ.

#### **R. WITHDRAWAL OF RESPONSES**

After a Response has been submitted, Bidders may withdraw a Response at any time up to the Response submission date and time specified in the Schedule. A written request signed by an authorized representative of the Bidder must be submitted to the RFQ Coordinator. After withdrawing a previously submitted Response, the Bidder may submit another Response at any time up to the Response submission date and time.

#### **S. NOTIFY APPARENTLY SUCCESSFUL BIDDER**

DSHS will notify the Apparently Successful Bidder(s) on or about the date and time specified in the Schedule, of the selection of the Apparently Successful Bidder(s) by written notice via mail, e-mail and/or fax. DSHS will notify separately the Unsuccessful Bidders on or about the date and time

specified in the Schedule of the non-selection of the Unsuccessful Bidder by written notice via mail, e-mail and/or fax.

## **T. BIDDER DEBRIEFING CONFERENCE**

If DSHS does not select your Response, you may request a debriefing conference. You must submit your request in writing to the RFQ Coordinator by mail, e-mail, or fax by 3:00 pm Pacific Standard Time on November 1, 2006.

Debriefing conferences will be held on November 3, 2006. The debriefing conference may be conducted either in person or by telephone and will be scheduled for a maximum of one hour.

Discussion at the debriefing conference will be limited to the following:

- Evaluation and scoring of your Response;
- Critique of your Response based on evaluators' comments; and
- Review of your final score in comparison with other Bidders' final scores without identifying the Bidders.

*Identification of the other Bidders, their Responses or evaluations will not be allowed.*

## **U. PROTEST**

Protests may be made only after DSHS has sent notification to the Apparently Successful Bidder and to the unsuccessful Bidders. In order to submit a protest under this RFQ, a Bidder must have submitted a Response for this RFQ, and have requested and participated in a debriefing conference. It is the sole administrative remedy available within DSHS. The following is the process for filing a protest:

### **1. GROUNDS FOR PROTEST**

A protest may be made based on these grounds only:

- Arithmetic errors were made by DSHS in computing the score;
- DSHS failed to follow the procedures established in this RFQ document, or to follow applicable State or federal laws or regulations; or
- Bias, discrimination, or conflict of interest on the part of an evaluator.

### **2. PROTEST FORM AND CONTENT**

A protest must state all of the facts and arguments upon which the protest is based, and the grounds for your protest. It must be in writing and signed by a person authorized to bind the Bidder to a contractual relationship. At a minimum, the protest must include:

- The name of the protesting Bidder, mailing address and phone number, and the name of the individual responsible for submission of the protest;
- The RFQ number and name of the issuing agency;
- A detailed and complete statement of the specific action(s) by DSHS under protest;
- The grounds for the protest;
- Description of the relief or corrective action requested.

You may attach to your protest any documentation you offer to support your protest.

### 3. SUBMITTING A PROTEST

Your protest must be in writing and must be signed. You must mail or hand deliver your protest to the RFQ Coordinator using the same mailing or delivery address provided in this RFQ for submitting your Response. *Protests may not be submitted by fax or email.* DSHS must receive the written protest within **five (5)** business days after the debriefing conference.

### 4. PROTEST PROCESS

The RFQ Coordinator will forward your protest to the DSHS designated Protest Coordinator with copies of the following:

- this RFQ and any amendments,
- your Response,
- the evaluators' scoring sheets, and
- any other documents showing evaluation and scoring of your Response.

DSHS will follow these procedures in reviewing your protest:

- DSHS will conduct an objective review of your protest, based on the contents of your written protest and the above materials provided by the RFQ Coordinator.
- DSHS will send you a written decision within five (5) business days after DSHS receive your protest, unless more time is required to review the protest and make a determination. The protesting Bidder will be notified by the RFQ Coordinator if additional time is necessary.

DSHS will make a final determination of your protest and will either:

- 1) Find that your protest lacks merit and uphold DSHS' actions;
- 2) Find that any errors in the RFQ process or in DSHS' conduct did not influence the outcome of the RFQ, and uphold DSHS' actions; or
- 3) Find merit in the protest and provide options for corrective action by DSHS which may include:
  - That DSHS correct any errors and re-evaluate all Responses affected by its determination of the protest;
  - That DSHS reissue the RFQ document; or
  - That DSHS make other findings and take such other action as may be appropriate.

## V. EXECUTION OF THE CONTRACT

If you are the Apparently Successful Bidder, you will be expected to sign a contract with DSHS and any subsequent amendments that may be required to address specific work or services as needed. A sample contract is attached as PCV Sample Contract, Exhibit C.

DSHS reserves the right to negotiate the specific wording of the Statement of Work, based on the requirements of this RFQ and the terms of your Response.

If you fail or refuse to sign the contract or any subsequent amendment within ten (10) business days of delivery to you, DSHS may elect to cancel the award and may award the contract to the next-highest ranked finalist.

Any subcontracts necessary to perform the contract shall be subject to the prior written approval of DSHS.

*If at contract award or anytime thereafter any specifically named individual(s) identified in the Response to work on this engagement is/are not available, DSHS has the right to approve or reject any change in Contractor personnel.*

## SECTION III. RESPONSE CONTENTS

### A. RESPONSE CONTENTS

The four (4) major sections of the Response are to be submitted in the order noted below in Section III.C., Contents of Binders:

Responses must provide information in the same order as presented in this document with the same headings. The questions in each of the four sections are described below. All questions must be answered and all items must be included as part of the Response for it to be considered responsive, even though certain items may not be scored.

### B. FORMAT OF RESPONSE

- a. Responses must be submitted on standard eight and one-half by eleven inch (8 ½" x 11") white paper.
- b. A font size not less than 12 point must be used.
- c. Responses must be submitted in separate three-ring binders as specified in Section III.C., Contents of Binders, with tabs separating the major sections of the Response, and your name on the front cover or title page of each binder.
- d. Identify each copy of your Response by including Response to RFQ # 0612-237; the title of this RFQ, ***King County Parent Child Visitation (PCV) Services***, and your name on the front cover.

### C. CONTENTS OF BINDERS

Submit one binder marked "Original" with Bidder's name and , ***RFQ # 0612-237, King County Parent Child Visitation (PCV) Services*** and three (3) copies, also marked with Bidder's name and , ***RFQ # 0612-237, King County Parent Child (PCV) Services***. The Binders are to contain the following:

- Table of Contents
- Section 1: Administrative Requirements.
- Section 2: Qualifications Response.
- Section 3: Management Experience and Qualifications Response.
- Section 4: Budget.

## **D. ADMINISTRATIVE REQUIREMENTS (SECTION 1 OF RESPONSE BINDER)**

Please respond to each item in the same order in which they appear.

### **1. Letter of Submittal**

Bidders must submit a prepared and signed submittal letter on Bidder's official business letterhead stationery. The submittal letter must be included as the first page of Section 1. Signing the submittal letter indicates that the Bidder accepts the terms and conditions of RFQ# 0612-237.

The Bidder's Letter of Submittal must include the following:

- a. Name, address, principal place of business, telephone number, fax number, and e-mail address of legal entity or individual with whom contract would be written;
- b. The name of your contact person for this RFQ;
- c. A detailed list of all materials and enclosures included in your Response;
- d. A list of all RFQ amendments downloaded by the Bidder from the DSHS Procurements Web site, if applicable, and listed in order by amendment number and date. If there are no RFQ amendments, include a statement to that effect;
- e. The Bidder's guarantee that their Response, as submitted, will remain in full force and effect for 180 days;
- f. A statement substantiating that the person who signs the letter is authorized to contractually bind the Bidder's firm;
- g. Identification of the page numbers on the Bidder's Response that are marked "Proprietary or Confidential" Information; and
- h. Any statements you wish to convey to the RFQ Coordinator, including any variations between your Response and the RFQ.

### **2. Bidder Information, Certificates and Assurances Form**

A completed Bidder Information, Certificates and Assurances Form Exhibit B in the PCV RFQ. Please sign and include any attachments that are necessary.

### **3. Reference Section**

Provide a list of at least three (3) professional references and three (3) client references of entities for which you have performed similar services. Include the names, telephone numbers, dates of services, and a brief description of the similar services you provided them in the past. References will only be contacted for finalist(s).

## **E. QUALIFICATIONS RESPONSE (SECTION 2 OF RFQ RESPONSE BINDER)**

It is responsibility of the Contractor(s) to provide supervised or monitored visitation and transportation of the referred children to and from the visits.

### **1. Type of Visits**

- a. Supervised Visits - Direct Supervision (Highest level of supervision). The Contractor's staff must be within sight and sound of the child and all parties to the visit at all times during the visit. The Contractor's staff must be present at **all** times supervising the visit and intervening to protect the child as needed. The Contractor's staff shall complete a Visitation Report describing and documenting observations of behaviors during each monitored visit and to /from the visit when transportation is provided. The Contractor shall submit the narrative report to the referring CA social worker no later than five (5) days after each visit.
- b. Monitored Visits – Indirect Supervision (Second highest level of supervision). The Contractor's staff must be on site during the parent-child visit and approximately every 15 minutes observe the parent-child interaction to ensure the child's safety. The Contractor's staff must be able to intervene immediately to protect the child as needed. The Contractor's staff shall complete a Visitation Report describing and documenting observations of behaviors during each monitored visit and to /from the visit when transportation is provided. The Contractor shall submit the narrative report to the referring CA social worker no later than five (5) days after each visit.
- c. Transportation only – CA reserves the right to use or not use this element based on its need and capacity. The Contractor's staff shall pick up and deliver the child to and from an agreed upon location for visitation. The Contractor's staff is only responsible for supervision during transportation and not for supervising or monitoring the Parent Child Visitation.

**Please indicate your organization's verifiable qualifications and experiences in providing services described in Section E.1.a. through c. above.**

### **2. Visitation staff:**

- a. It is the responsibility of the Contractor(s) to provide supervision and structured training to their staff utilizing CA approved curriculum. Both supervision and training are to be documented in the staff's personnel file.
- b. The Contractor(s) are required to direct and monitor staff's work, and they must provide their staff with ongoing feedback.
- c. CA reserves the right to approve or decline the services of any Contractor(s)' staff based on documented cause.
- d. Contractor's staff must have cleared a CA criminal history background check, or a FBI fingerprint check if in Washington state for less than three (3) years,
- e. Contractor's staff must have an Associates of Arts (AA) degree plus 4 years direct service experience with children and families or a Bachelor of Arts (BA) or Bachelor of Social Work (BSW) plus 2 years direct service experience.

**Please indicate your organization's verifiable qualifications and experiences in providing services described in Section E.2.a. through e. above.**

### **3. Transportation staff:**

- a. Drivers must have a cleared CA criminal history background check, or a FBI fingerprint check if in Washington State for less than three (3) years,
- b. Drivers must to be at least 21 years old,
- c. Drivers must have a valid Washington state driver's license,
- d. Drivers must have no-moving or non-moving violations on their driving record obtained from Washington State Department of Licensing.

**Describe your organization's staff qualifications for transporting children.**

4. Vehicles must be in a reliable and safe condition to transport children with the appropriate child safety restraints. Further, the selected contractor will transport to and from the visitation site most children and youth in the custody of DSHS/CA who receive visitation services. The one way length of the trip for children should **not exceed 45 minutes**. Foster parents and other parties designated by the social worker are encouraged to transport children and youth. Parents and others visiting children and youth are responsible for their own transportation.

**Describe your organization's qualifications and experience in maintaining vehicles and transporting children.**

5. Additional requirements – Please respond to the following general qualifications questionnaire:
  - a. Briefly describe your current organizational structure, the services your organization currently delivers and the qualifications and experience your organization would bring to the delivery of services to Parent Child Visitation program.
  - b. Describe your organization's qualifications and experiences in child safety.
  - c. Describe your organization's qualifications and experience in measuring and evaluating program quality assurance and court admissible client services documentation.
  - d. Describe your organization's qualifications and experience in the development of staff training curriculum and quality assurance of the implementation of the training material.
  - e. Describe your organization's qualifications and experience in the development of curriculum of:
    - (1) CPR and First Aid,
    - (2) Blood born pathogens,
    - (3) Appropriate use of car seats,
    - (4) Behaviorally specific documentation,
    - (5) Child Abuse and Neglect orientation and reporting,
    - (6) Child development,
    - (7) Communication skills
    - (8) Conflict resolution or problem solving skills,
    - (9) Court testimony,
    - (10) Cultural diversity in provider practice,
    - (11) De-escalation techniques,
    - (12) Domestic violence,
    - (13) Family dynamics,
    - (14) Grief and loss,
    - (15) Parent coaching and redirection,
    - (16) Intervention skills,
    - (17) Objective observation techniques,
    - (18) Court ready documentation,
    - (19) CA Parent Child Visitation policy and procedures,
    - (20) Emergency response (i.e., natural disasters, accidents, etc.),
    - (21) Managing the visitation environment, and
    - (22) Substance abuse.



- f. Describe your organization's qualifications and experience in the evaluation and measurement of staff's implementation of the training they received.
- g. Describe your organization's staff qualifications and experience in coaching and redirection skills.
- h. Describe your organization's qualifications and experience of staff coverage plans.
- i. Describe your organization's qualifications and experience in accounting system that tracks staff time for both transportation and visitation, and the transportation mileage.
- j. Describe your organization's qualifications and experience in complaint resolution.
- k. Describe your organization's qualifications and experience in interacting and intervening appropriately with children and families who have a history of mental health, substance abuse, domestic violence, physical and sexual abuse and/or neglect.
- l. Describe your organization's qualifications and experience in handling complex scheduling at multiply sites.
- m. Describe your organizational structure fore each visitation site and the overall program should you be awarded this contract.

## **F. MANAGEMENT EXPERIENCE AND QUALIFICATIONS RESPONSE (SECTION 3 OF RESPONSE BINDER)**

1. Organizational qualifications and experience - Please respond to each question in the same order in which they appear.
  - a. Provide a copy of your organization's business license.
  - b. Provide a detailed organizational chart listing your Board Members, management and staff. Based upon your experience with Parent Child Visitation provide a detailed listing of the Key Personnel or team you propose for this engagement, including the titles of staff, team roles (if applicable), and a current resume of each person proposed. Resumes must detail experience with the required skills listed in Section I.D., Minimum Qualifications, of this RFQ.
  - c. Please provide copies of three years annual reports, financial reports and other similar report(s).
  - d. Describe your organization's qualifications and experience managing agency finances in a manner consistent with generally accepted accounting practices. Please provide one (1) copy of your organization's most recent audit report. If you have no recent audit report, please provide one (1) copy of your organization's most recent financial statement.
  - e. Describe your organization's qualifications and experiences managing a social services/child placing agency or child care facility and its staff.
  - f. Describe your organization's qualifications and experiences managing staff schedules and ensuring adequate staff coverage. Please provide a copy of one (1) recent month's staff schedule.
  - g. Please describe your organization's qualifications experiences in maintaining confidential case records and client information. Please provide copies of your organization's current confidentiality and record storage/archive policies.

## 2. Service Delivery Experience

- a. Describe your organization's qualifications and experiences scheduling and confirming appointments. Please provide a copy of (1) recent month's appointment schedule data. If staff were absent, please mark the schedule and note if coverage was available or not and if coverage was available the name of the employee covering that shift.
- b. Describe your organization's qualifications and experiences balancing and monitoring caseloads and staff case assignments. Please provide one (1) copy of a recent caseload report.
- c. Describe your organization's qualifications and experiences creating and submitting timely service reports to external parties. Please provide copies of three (3) recently completed sample reports.
- d. Describe your organization's qualifications and experiences working with children in out-of-home care and the child welfare/protection system.
- e. Describe your organization's qualifications and experiences supervising/monitoring parent child interaction and/or providing parenting skills coaching.
- f. Describe your organization's qualifications and experiences in assessing and providing the cultural needs of client's, and in providing interpretation and/or translation services in your service delivery to clients.

## 3. Staff Qualifications

- a. Provide a list of Key Personnel that your organization proposes for this project, including staff titles, team roles (if applicable) and a current resume for each person proposed. Resumes must address qualifications/education, experience and skill requirements listed in Section 1.D of this RFQ, Minimum Qualifications.
- b. Describe your organization's management staffs' qualifications and experience that relate to parent child visitation, behavior observation, bonding and attachment, family dynamics, child abuse and neglect (maltreatment), parent coaching/mentoring, parenting skills, documentation and report writing, etc.
- c. In 200 words or less, provide a statement summarizing other qualifications and experiences you believe qualifies your organization to perform the work. Do not duplicate information provided elsewhere in your organization's response to this RFQ.

## **G. BUDGET (SECTION 4 OF RESPONSE BINDER)**

By responding to each item, indicate how your proposed budget would qualify. Please respond in the same order in which they appear.

### 1. RFQ 0613-237 Budget

Please submit a detailed budget response.

Payment for visitation and transportation services will be based on the total number of hours spent transporting children and supervising/monitoring visits, and not by the number of children served. Payment will be in accordance with CA Region 4 contracted rate(s) in effect at the time services are provided. Mileage for child transportation will be reimbursed at the rate set by the state of Washington Office of Financial Management (OFM).

Hourly rates for visitation transportation and supervision services are set by Children's Administration policy. The amount per hour regardless of the number of children is \$20.49 an hour. Transportation/travel time is the trip to pick up the children at their current residence or other agreed upon location from the Contractor's business or residence, whichever is the shorter distance. For example, if you picked up four (4) children at different locations, you would count your starting time and point from the Contractor's business or residence (whichever is closest) to the children's pick up point and back to the visitation site.

The following stipulations shall apply to reimbursement for child/youth transportation:

- a. Mileage shall be paid in accordance with current rates and regulations set by the state of Washington Office of Financial Management (OFM).
- b. Transportation time shall be the round-trip time to and from the child's/youth's current residence or to another agreed upon location, to the visitation site.
- c. Allowable travel time and mileage shall be calculated as the shortest trip distance to pick the child up for the visit, transport the child to the visit, return the child to current residence or agreed location after the visit, and the contractor's return trip to business or residences, which ever is the shorter distance.
- d. No reimbursement for travel shall be paid for travel between the transportation worker's residence and the visitation site.
- e. No reimbursement for travel shall be paid for travel outside King County without prior written approval from the Region 4 Parent Child Visitation Program Manager or designee.

# B U D G E T

## RFQ 0613-0237 Parent Child Visitation Program

Budget Period: November 13, 2006 - June 30, 2008

**Organization Name:**

Service	Sub-Category	Rate	Bidder Comment	Description
Child/Youth Transportation	Mileage, Per OFM Rate	\$0.445		Defined in Section III.7 & Exhibit A of this RFQ
Child/Youth Transportation	Hourly Rate	\$20.49		Defined in Exhibit A of this RFQ
Monitored Supervised Visit with Descalation, Redirecting & Parent Coaching	Hourly Rate	\$20.49		
<b>FACILITIES</b>				
Site Names				
Estimated Expenses		\$		
<b>PERSONNEL</b>				
Names:		\$		
		\$		
		\$		
		\$		
Fringe		\$		
<b>OTHER DIRECT COSTS</b>				
Equipment		\$		
Phone/Computer				
Line		\$		
Supplies (includes curricula)		\$		
Other (use as many lines as needed)		\$		
<b>TOTAL DIRECT COSTS</b>		\$		
<b>INDIRECT COSTS</b>		\$		
<b>GRAND TOTAL</b>		\$		

## 2. Program Budget

Please respond to each question in the same order in which they appear.

- a. Attach a line item budget plan, showing proposed costs and cost assumptions for each site you are proposing to operate.
- b. Describe the percentage of funds that will be used for administration and overhead costs.
- c. Do you have other sources of funding you plan to use for this project? If so, provide details and a plan for tracking expenses and use of income from multiple funding streams.

## SECTION IV. EVALUATION

### A. EVALUATION PROCEDURE

Responsive Responses will be evaluated strictly in accordance with the requirements stated in this Procurement and any amendments issued. The evaluation of Responses shall be accomplished by an evaluation team to be designated by DSHS who will be responsible for the review, evaluation and scoring of Bidder Responses. DSHS, at its sole discretion, will select finalists for an oral presentation. If oral presentations are held, evaluators will evaluate and score the oral presentations of Bidders selected as finalists.

### B. RESPONSE EVALUATION

Each Response will first be screened to determine if the Bidder has complied with appropriate Administrative Requirements and Submittal Instructions. Each Response must meet the Administrative Requirements to be eligible to submit a Response to this RFQ. If your Response does not meet all Administrative Requirements for this RFQ, DSHS may consider your Response non-responsive and withdraw it from consideration at any time. Evaluators will score all responsive Responses and award points up to the maximum points available for each question.

### C. SCORING OF RESPONSES

The maximum number of evaluation points available is 100.

The Administrative Requirements are evaluated on a pass/fail basis. The following weighting and points will be assigned to the Response for evaluation purposes:

#### WRITTEN RESPONSE

Technical Response – 50%	50 Points
Experience and Qualifications- 30%	30 Points
Cost Response -20%	20 Points

---

<b>Sub-Total (for Written Response)</b>	<b>100 Points</b>
---	-------------------

Note: The Cost section will not be evaluated by the evaluating panel. It will be calculated according to the following equation:

Lowest Bidder's Cost

---

X 20 points = Cost Score

Evaluated Bidder's Cost

(Dividing the lowest bidder's cost by the bidder's cost who's being evaluated, and multiplied by 20 points.)

## D. EVALUATION OF ORAL PRESENTATIONS

DSHS may, after evaluating the written Responses, elect to schedule oral presentations of the finalists. The RFQ Coordinator will notify finalists of the date, time, and location of the oral presentations.

DSHS will select evaluators for the oral presentations based on their qualifications, experience and background relevant to this RFQ. These evaluators may include evaluators who reviewed the written Responses or DSHS staff who will work with the successful bidder(s). Evaluators will score the oral presentations in accordance with RFQ requirements and evaluation criteria:

---

<b>Sub-Total (for Written Response)</b>	<b>100 Points</b>
Oral Presentations [finalist(s) only]	70 Points
References [finalist(s) only]	30 Points
<b>TOTAL</b>	<b>200 Points</b>

---

Your sub-total score for the written Response will be the average of the scores of the evaluators who review your written Response. Your final Total Evaluation Score will be the average points awarded for your written Response, your references, and your oral presentations.

## E. FINAL DETERMINATION OF APPARENTLY SUCCESSFUL BIDDER(S)

DSHS program staff and/or management may conduct a final review of the evaluation and scoring of finalist(s).

In this final review, DSHS may consider past or current performance of any DSHS contracts by a finalist(s), and any experience of the program or DSHS in working with a finalist(s) under any past or current contract with DSHS.

DSHS management shall make the final determination as to which Bidder(s), initially designated as finalist(s), shall be officially selected and notified as the Apparently Successful Bidder(s) under this RFQ.

In doing so, DSHS management shall be guided, but not bound, by the scores awarded by the evaluators. Program staff and DSHS management shall determine which Responses reviewed during this final selection process will best meet the needs of DSHS and, specifically, the needs of the DSHS/CA, Region 4.

Any Bidder who would be an Apparently Successful Bidder based on the scores awarded by the evaluators, and who is not selected, shall be provided, upon request, with the reasons for selecting a Bidder with a lower final score.

## **Exhibit A**

### **Definitions**

#### **DEFINITIONS**

The following terms which appear in this RFQ have the meaning that is defined below for the purposes of this RFQ:

- Agency – The Department of Social and Health Services is the agency of the State of Washington that is issuing this RFQ.
- Apparently Successful Bidder - A Bidder selected as having submitted a successful Response, based on the final determination of DSHS management taking into consideration the Bidder's final Response score and which Responses best meet the needs of DSHS. The bidder is considered an "apparently" successful Bidder until a contract is finalized and executed.
- Authorized – Approved by a CA social worker as evidenced by receipt of a written referral.
- Bidder - An individual, organization, public or private agency, or other entity submitting a Response in response to this RFQ.
- CA – means Children's Administration, which is an administration within DSHS.
- Client – Any child/youth that is authorized services by DSHS/CA social worker.
- Contractor – Individual or Company whose Response has been accepted by the Agency and is awarded a fully executed, written contract.
- DSHS – Department of Social and Health Services
- Facility – A therapeutic, homelike site the contractor has leased, owned or otherwise acquisitioned that provides a safe environment for the child to visit with parents/family.
- Issue - To mail, post or otherwise release this RFQ as a public document to interested parties.
- Key Personnel - Staff being proposed to do the work under this Response.
- Monitored Visitation – Parent/family child visitation during which the visitation staff must be on site and periodically observe (approximately every 15 minutes) the interaction between the parties visiting to ensure the child's safety. The Contractor's staff must be able to intervene immediately to protect the child as needed.
- Response - All material prepared and assembled by a Bidder, and which the bidder submits in response to this RFQ.
- Protest - An objection by the Bidder, in writing, protesting the results of this RFQ, and which complies with all requirements of this RFQ.
- RCW - Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- RFQ - Request for Qualifications; i.e., this RFQ document.
- RFQ Coordinator - The person named in this RFQ as the RFQ Coordinator, or the RFQ Coordinator's designee within Central Contract Services. The sole point of contact within DSHS regarding this RFQ for potential Bidders and other interested parties.
- Statement of Work - A statement of the work or services which the Contractor is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- Submit - To deliver to the DSHS RFQ Coordinator any of several documents described in this RFQ and in the manner specified in this RFQ.



- Supervised Visitations - The Contractor's staff must be within sight and sound of the child and all parties to the visit at all times during the visit. The Contractor's staff must intervene to protect the child as needed.
- Transportation - CA reserves the right to use or not use this element based on its need and capacity. The Contractor's staff shall pick up and deliver the child to and from an agreed upon location for visitation. The Contractor's staff is only responsible for supervision during transportation and not for supervising or monitoring the Parent Child Visitation.
- WAC - Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- You - The person, agency, or organization requesting a copy of this RFQ or submitting a Response in response to this RFQ.

# STATE OF WASHINGTON

DEPARTMENT OF SOCIAL AND HEALTH SERVICES  
CENTRAL CONTRACT SERVICES

## BIDDER INFORMATION, CERTIFICATIONS AND ASSURANCES

### Request for Qualifications (RFQ) # 0613-237

Completion of this Bidder Information form is a mandatory requirement for contracting with the Washington Department of Social and Health Services (DSHS). The certifications and assurances contained herein are a required element of the Response. **Failure to submit this Bidder Information form or any applicable attachments with your Response may result in your Response being rejected as nonresponsive.**

**Please Type or Print Legibly:**

Bidder Name: \_\_\_\_\_

Bidder Address: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Contact Person for the Bidder's Response: \_\_\_\_\_

### Section A: All Bidders

1. Complete the applicable box:

a. The Bidder is an individual and is a:

☐ Sole Proprietor

**You must complete Sections A, B and F.**

b. The Bidder is a partnership and is a:

☐ General Partnership

☐ Limited Partnership

☐ Limited Liability Partnership

**You must complete Sections A, C and F.**

c. The Bidder is a corporation and is a:

☐ For Profit Corporation

☐ Non Profit Corporation

☐ Limited Liability Corporation

**You must complete Sections A, D and F.**

d. ☐ The Bidder is a public agency, governmental entity, or federally recognized tribe

**You must complete Sections A, E and F.**

2. The Bidder's Federal Identification number is: \_\_\_\_\_

3. The Bidder's Washington Uniform Business Identifier (UBI) Number is: \_\_\_\_\_  
To obtain a Washington UBI Number call 360-664-1400.

4. Information concerning the proposed Contract Manager for the Bidder:

Name: \_\_\_\_\_

Work Address: \_\_\_\_\_

\_\_\_\_\_

Work Telephone: \_\_\_\_\_

Work Fax: \_\_\_\_\_

5. Has the Bidder had a contract or work order terminated for default during the last five years?  
☐ Yes ☐ No

If yes, attach a signed statement describing the contract, the circumstances surrounding the termination, and the name, address and telephone number of the other party to the contract. DSHS will evaluate the facts and may, at its sole discretion, reject the Bidder's Response on the ground of its past performance. For the purpose of this question, "termination for default" means notice was given to the Bidder to stop contract work due to nonperformance or poor performance, and the performance issue was either (a) not contested by the Bidder or (b) litigated, finding the Bidder in default.

6. The Bidder declares that all answers and statements made in the Response are true and correct.
7. The Bidder certifies that the prices and/or cost data contained in the Bidder's Response 1) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition, and 2) have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract award, except to the extent that the Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint Response or unless otherwise required by law.
8. The Bidder's Response is a firm offer for a period of 180 days following receipt, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Response will remain valid for 210 days or until the protest is resolved, whichever is later.
9. In preparing this Response, the Bidder and/or the Bidder's employees have not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this procurement and who was assisting in other than his or her official, public capacity.  
If there are any exceptions to these assurances or Bidder has been assisted, identify on a separate page attached to this document each such individual by (a) name, (b) current address and telephone number, (c) current or former position with DSHS, and (d) dates of employment with DSHS; and describe in detail the assistance rendered by that individual.
10. The Bidder acknowledges that DSHS will not reimburse the Bidder for any costs incurred in the preparation of this Response. All Responses become the property of DSHS, and the Bidder claims no proprietary right to the ideas, writings, items or samples.
11. The Bidder acknowledges that any contract(s) awarded as a result of this procurement will incorporate a Statement of Work and General Terms and Conditions substantially similar to the sample contract attached to the procurement document. I certify, on behalf of the Bidder, that the Bidder will comply with these or substantially similar Special Terms and Conditions and General Terms and Conditions if selected as an Apparently Successful Bidder.
12. The Bidder acknowledges that any contract(s) awarded as a result of this procurement will also incorporate Special Terms and Conditions applicable to this procurement as prepared by DSHS. The Bidder acknowledges that it will negotiate in good faith any changes or modifications to any portion of the proposed contract.
13. The Bidder understands that, if selected to contract with DSHS, the Bidder will be required to comply with all applicable state and federal civil rights and other laws. Failure to so comply may result in contract termination. If requested by DSHS, the Bidder agrees to submit additional information about the nondiscrimination policies of the Bidder's organization in advance of or after the contract award.
14. The Bidder certifies that it has a current Washington Business License, and agrees to promptly provide a copy of the license in the event the Bidder is selected as the Apparently Successful Bidder.
15. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit a Response for the purpose of restricting competition.

## Section B: Sole Proprietors Only

1. I am authorized to sign any contract that may result from this procurement.
2. Is the Bidder or any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

## Section C: Partnerships Only

1. The Bidder is organized under the laws of, and is in good standing with, the State of \_\_\_\_\_.
2. Attach the following to this Bidder Information form:
  - Name and address of each of the Bidder's General Partners;
  - Name and address of each of the Bidder's Limited Partners; and/or
  - Name and address of each of the Bidder's Limited Liability Partners.
3. Is any General, Limited, or Limited Liability Partner a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

5. I am authorized to bind the Bidder to a contract, or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name

Title

\_\_\_\_\_

## Section D: Corporations Only

1. The Bidder is organized under the laws of, and is in good standing with, the State of \_\_\_\_\_.
2. Attach the following to this Bidder Information form: Name and address of each of the Bidder's Officers and Directors.
3. Is any Officer or Director of the Bidder a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

5. I am authorized to bind the Bidder to a contract, or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name

Title

\_\_\_\_\_

## Section E: Public Agencies Only

1. The Bidder is a "public agency" as defined in Section 39.34.020 RCW and is a:

- |  |   |
|--|---|
| <input type="checkbox"/> State Agency  | <input type="checkbox"/> Institution of Higher Learning |
| <input type="checkbox"/> County        | <input type="checkbox"/> Quasi-Governmental             |
| <input type="checkbox"/> City          | <input type="checkbox"/> Federally Recognized Tribe     |
| <input type="checkbox"/> Public School | <input type="checkbox"/> Other: _____                   |

2. Is any Manager or Employee of the Bidder Public Agency a past or current State of Washington employee?  
☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

3. Is any employee of the Bidder who will perform work under a contract between the Bidder and DSHS a past or current State of Washington employee?

☐ Yes ☐ No

If yes, list names, positions, and dates of employment with the State of Washington in an attachment to this form.

4. I am authorized to bind the Bidder to a contract, or the name and title of the individual who is authorized to bind the Bidder to a contract and who will be signing any contracts between DSHS and the Bidder is:

Name

Title

\_\_\_\_\_

## Section F: All Bidders

1. By signing below, the Bidder authorizes DSHS to conduct a financial assessment and/or background check of the Bidder if DSHS considers such action necessary or advisable before contracting with the Bidder.
2. Under the penalties of perjury of the State of Washington, the undersigned affirms the truthfulness of the statements made herein. The undersigned certifies that the Contractor is now, and shall remain, in compliance with the certifications and assurances contained herein, and agrees that such compliance is a condition precedent to the award and continuation of any related contract(s). The undersigned acknowledges the Bidder's obligation to notify DSHS of any changes in the statements, certifications and assurances made herein.

\_\_\_\_\_  
Signature


\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed or Typed Name

\_\_\_\_\_  
Title

## Exhibit C

### Sample Contract

	<h2 style="margin: 0;">CLIENT SERVICE CONTRACT</h2> <h3 style="margin: 0; color: blue;">Parent Child Visitation</h3>	DSHS Contract Number:  Resulting From Solicitation Number:	
This Contract is between the State of Washington Department of Social and Health Services (DSHS) and the Contractor identified below.		Program Contract Number:  Contractor Contract Number:	
CONTRACTOR NAME		CONTRACTOR doing business as (DBA)	
CONTRACTOR ADDRESS		WASHINGTON UNIFORM BUSINESS IDENTIFIER (UBI)	DSHS INDEX NUMBER
CONTRACTOR CONTACT	CONTRACTOR TELEPHONE	CONTRACTOR FAX	CONTRACTOR E-MAIL ADDRESS
DSHS ADMINISTRATION	DSHS DIVISION		DSHS CONTRACT CODE
DSHS CONTACT NAME AND TITLE		DSHS CONTACT ADDRESS	
DSHS CONTACT TELEPHONE	DSHS CONTACT FAX		DSHS CONTACT E-MAIL ADDRESS
IS THE CONTRACTOR A SUBRECIPIENT FOR PURPOSES OF THIS CONTRACT?		CFDA NUMBER(S)	
CONTRACT START DATE	CONTRACT END DATE		CONTRACT MAXIMUM AMOUNT
<b>EXHIBITS. When the box below is marked with an X, the following Exhibits are attached and are incorporated into this Contract by reference:</b> <input checked="" type="checkbox"/> Exhibits (specify): <b>EXHIBIT A – STATEMENT OF WORK; EXHIBIT B – PROGRAM REQUIREMENTS</b> <b>EXHIBIT C – PARENT/CHILD/SIBLING VISIT TRANSPORTATION REQUEST;</b> <b>EXHIBIT D – PARENT/CHILD VISIT MONTHLY BILLING FORM;</b> <b>EXHIBIT E – DRIVER/SUPERVISOR VISIT AND TRANSPORTATION BILLING LOG;</b> <b>EXHIBIT F – VISIT REPORT FORM; EXHIBIT G – NO SHOW NOTIFICATION LETTER</b>			
The terms and conditions of this Contract are an integration and representation of the final, entire and exclusive understanding between the parties superseding and merging all previous agreements, writings, and communications, oral or otherwise, regarding the subject matter of this Contract. The parties signing below represent that they have read and understand this Contract, and have the authority to execute this Contract. This Contract shall be binding on DSHS only upon signature by DSHS.			
CONTRACTOR SIGNATURE		PRINTED NAME AND TITLE	DATE SIGNED
DSHS SIGNATURE		PRINTED NAME AND TITLE	DATE SIGNED

## SPECIAL TERMS AND CONDITIONS

1. **Definitions.** The words and phrases listed below, as used in this Contract, shall each have the following definitions:
  - a. "Abuse of Client" means the injury, sexual abuse or exploitation, negligent treatment or maltreatment of a client by any person under circumstances which indicate that the client's health, welfare or safety is harmed thereby.
  - b. "Agency" means a public or private agency or other organization providing services to DSHS clients.
  - c. "Authorized" means approved by a DCFS social worker as evidenced by receipt of an SSPS Social Services notice or other written notice.
  - d. "CA" means Children's Administration, which is an Administration within DSHS.
  - e. "Central Contract Services" means the DSHS central headquarters contracting office, or successor section or office.
  - f. "Child Abuse or Neglect" or "CA/N" means the injury, sexual abuse, sexual exploitation, negligent treatment, or maltreatment of a child under circumstances, which indicate that the child's health, welfare, and safety is harmed. An abused child is a child who has been subjected to child abuse or neglect.
  - g. "Child Specific Plan" means the list of services, activities or requirements developed in consideration of a specific child's unique needs and behaviors. As appropriate, the plan may also include services, activities or requirements involving the birth/adoptive parents and foster parent placement resource.
  - h. "Client" means any child or adult who is authorized services by DSHS.
  - i. "Consultant" means a person who is qualified by credential, background, or experience to assist in assessing, evaluating, counseling, or treating the client, and who provides technical, clinical, practical or other relevant assistance to the Contractor in the assessment, evaluation, counseling, or treatment of a client.
  - j. "Contract" means the entire written agreement between DSHS and the Contractor, including any Exhibits, documents, and materials incorporated by reference.
  - k. "Contracts Administrator" means the manager, or successor, of Central Contract Services or successor section or office.
  - l. "Contractor" means the individual or entity performing services pursuant to this Contract and includes the Contractor's owners, members, officers, directors, partners, employees, and/or agents, unless otherwise stated in this Contract. For purposes of any permitted Subcontract, "Contractor" includes any Subcontractor and its owners, members, officers, directors, partners, employees, and/or agents.
  - m. "Corporal Punishment" means any act that willfully inflicts or causes the infliction of physical pain on a child.
  - n. "CPS" means Child Protective Services, a program under CA.
  - o. "CPS Intake" is the process designated to record all referral reports concerning instances of suspected child abuse and neglect, determine if the referral meets referral screening

criteria and make a disposition concerning the referral.

- p. "DCFS" means the Division of Children and Family Services, which is a division of CA.
- q. "DLR" means the Division of Licensed Resources, which is a division of CA.
- r. "DSHS" or the "Department" means the state of Washington Department of Social and Health Services and its employees and authorized agents.
- s. "Family" means the birth parent(s), relative caregiver (kinship care), foster parent(s), and/or adoptive parent(s) who act(s) as caregiver(s) for a child.
- t. "Foster Parent Pride Training" means a specific training curriculum used by CA for foster parents.
- u. "LEP" means Limited English Proficiency, and indicates an individual's need for additional support and assistance in comprehending the English language.
- v. "No Show" or "no show" means the client missed the appointment and did not call to cancel or attempt to reschedule.
- w. "OPD" means the Original Placement Date when the child entered out-of-home care.
- x. "PCV" means Parent Child Visitation.
- y. "Personal Information" means information identifiable to any person, including, but not limited to, information that relates to a person's name, health, finances, education, business, use or receipt of governmental services or other activities, addresses, telephone numbers, Social Security Numbers, driver license numbers, other identifying numbers, and any financial identifiers.
- z. "Primary Caregiver" means the individual who is the current placement resource and has primary care giving responsibilities for a child.
- aa. "RCW" means the Revised Code of Washington. All references in this Contract to RCW chapters or sections shall include any successor, amended, or replacement statute. Pertinent RCW chapters can be accessed at <http://slc.leg.wa.gov/>.
- bb. "Regional PCV Gatekeeper" means regional staff designated by the DCFS Regional Administrator or designee to manage or oversee the PCV Program for the region.
- cc. "Regulation" means any federal, state, or local regulation, rule, or ordinance.
- dd. "Service Worker" or "service worker" means the person providing the direct service, such as transporting a child(ren) for visit.
- ee. "SSPS" means the DSHS Social Service Payment System, the service authorization and payment system used by DSHS for this Contract.
- ff. "Staffing" means a formal or informal meeting, conducted by a DCFS social worker or DCFS staff member with one or more of the following persons: other DCFS staff, professional staff of the Contractor and/or other provider, consultants, parents or others, for the purpose of reviewing or discussing, or for making decisions concerning, a client or case.
- gg. "Subcontract" means any separate agreement or contract between the Contractor and an



individual or entity ("Subcontractor") to perform all or a portion of the duties and obligations that the Contractor is obligated to perform pursuant to this Contract.

hh. "Unusual Incidents" means circumstances or events that concern a child's health, safety or well being or may impact the child's living situation or permanent plan.

ii. "WAC" means the Washington Administrative Code. All references in this Contract to WAC chapters or sections shall include any successor, amended, or replacement regulation. Pertinent WAC chapters or sections can be accessed at <http://slc.leg.wa.gov/>.

2. **Purpose.** The purpose of this Contract is to provide services that facilitate and support parent-child visitation for children in the temporary custody of DSHS/CA for the purpose of reunification of the parent(s) and child. Services provided may include transportation of the child to the scheduled visit with the parent(s).
3. **Previous Contract Superseded.** In the event any previous contract between the Contractor and CA for these services should be in effect upon execution of this Contract, this Contract shall terminate and supersede that previous contract, DSHS Contract No. . . . .
4. **Statement of Work – Exhibit A.** The Contractor shall provide services and staff as described in the Statement of Work attached as Exhibit A.
5. **Program Requirements – Exhibit B.** The Contractor shall comply with all program and other requirements for providing services under this Contract, as stated in the Program Requirements attached as Exhibit B.
6. **Consideration**

DSHS will pay the Contractor on the basis of the total number of hours spent, and not by the number of children served, in accordance with the regional rate(s) in effect at the time the services are provided per that region's current regional published rate schedules, as follows:

**a. Supervision/Monitoring Time:                      for Direct Client Services**

1. Direct Client Time: The time spent supervising or monitoring visits as described in the Statement of Work, Exhibit A. Direct client time for Monitored Visits, as outlined in Exhibit A, Section 4.c.(2), shall mean the entire time the service worker is on site during the parent-child visit.
2. Direct client time does not include time spent for administrative tasks, such as time spent scheduling visits, completing forms or reports required under this Contract, or completing other paper work or tasks related to performing this Contract. Administrative tasks are considered as support of parent-child visits. Administrative support is included in the hourly rate and is not paid as a separate item.

**b. Transportation Time:                                      for Transportation**

1. Transportation/Travel Time:
  - a) Trip to pick up the child at current residence or other agreed upon location from the Contractor's business or residence, whichever is the shorter distance;
  - b) Trip to the visiting location with the child;
  - c) Trip to return the child to current residence or other agreed upon location;

- d) Trip to return to Contractor's business or residence, which ever is the shorter distance.
2. Allowable transportation/travel time is for the shortest trip distance to pick the child up for the visit, transport the child to the visit, return the child to current residence or agreed location after the visit, and the contractor's return trip to business or residences, which ever is the shorter distance
3. No reimbursement for travel shall be paid for travel between the service worker's residence and the Contractor's place of business. If the Contractor does not have a place of business in the DSHS region served, allowable travel time shall be delineated in the Regional Protocol.

#### **c. Cancellations or Missed Appointments**

##### Client Cancellations or Missed Appointments for confirmed visits:

1. Advance Cancellation: DSHS will pay for one (1) hour when a client cancels a confirmed visit with less than 24-hour notice. DSHS will only pay the Contractor for up to three (3) cancellations of confirmed visits per client, unless DSHS re-authorizes services.
2. Missed Appointment: DSHS will pay for actual time spent, not to exceed two (2) hours, and mileage, if a parent fails to appear for a confirmed scheduled visit, except as approved by the Regional PCV Gatekeeper or designee. DSHS will only pay the Contractor for up to three (3) missed appointments of confirmed visits per client, unless DSHS re-authorizes services.
3. Confirmed Visit: A visit that is confirmed by all parties within at least 24 hours before the scheduled visit. Per Exhibit A, Statement of Work, the Contractor is responsible for confirming the first scheduled visit at least 24 hours in advance of the visit with all parties, and for confirming a later visit if the client was a "no show" at the previous scheduled visit.

#### **d. Court Testimony**

1. Time spent in court proceedings regarding the client is not reimbursable under this Contract when requested by or subpoenaed by someone other than DSHS. However, this does not preclude the Contractor from seeking reimbursement from the party who subpoenaed or requested the testimony or court appearance.
2. Court testimony is reimbursable as a service provided under this Contract only when requested by DSHS. The request for reimbursement must be in writing, as specified in Exhibit A, Statement of Work.

#### **e. Mileage and Ancillary Costs**

1. Mileage and ancillary costs incurred or paid by the Contractor shall be reimbursed in accordance with current rates and regulations set by the State of Washington Office of Financial Management. Mileage and ancillary costs is included in the maximum contract amount for this contract.

Current rates for mileage can be accessed at <http://www.ofm.wa.gov/resources/travel.asp>

2. Allowable mileage is for the trip to conduct the parent-child visit. Mileage shall be calculated as the shortest distance from the service worker's residence, Contractor's place of business, whichever is the shortest distance. No reimbursement for travel shall be paid for travel between the service worker's residence and the Contractor's place of business. If the Contractor does not have a place of business in the DSHS region served, allowable mileage shall be delineated in the Regional Protocol.

3. Ancillary costs. Ancillary costs are defined as “only costs related to the child, which are non-routine expenses”. Mileage and ancillary costs are included in the maximum Contract amount for this Contract.

**f. Vendor Rate Increase**

In the event of a legislatively mandated general cost of living vendor rate increase, the rates shall be adjusted accordingly and shall be incorporated into this Contract on the date the rate(s) become effective. Vendor rate increases that are not a general cost of living increase shall be tied to increased minimum expectations for service.

**7. Billing and Payment**

- a. The Contractor shall submit a Parent/Child Visitation Monthly Billing Form, Exhibit D. prepared in a manner prescribed by DSHS.

- b. The Parent/Child Visit Monthly Billing Form, Exhibit D, shall be submitted to:

, Regional Designee Program Manager  
DCFS / Children's Administration  
100 W Harrison, Suite 400  
Seattle, WA 98119-4141

- c. The Contractor shall contact the above Regional Designee Program Manager at (       )  
-                    concerning billing questions.
- d. The rates shall be as specified above in Section 6. Consideration.
- e. The Contractor shall bill for each month of services on a separate Parent/Child Visit Monthly Billing Form, Exhibit D. The Parent/Child Visit Monthly Billing Form shall state the month services were provided.
- f. On the Parent/Child Visit Monthly Billing Form, the Contractor shall bill for services provided to 1) Children who have been in out-of-home care for 15 months and over, and 2) Children who have been in out-of-home care for less than 15 months.
- g. The Contractor shall submit with each monthly billing the Driver/Supervisor Monthly Visit and Transportation Billing Log, attached as Exhibit E, which documents Contractor's invoice to claim reimbursement for the month billed. Contractor shall attach original receipts for ancillary costs which are submitted for reimbursement. The log shall track actual time to the tenth of one hour:

Minutes	Hour (in Tenths)
1 – 6	0.1
7 - 12	0.2
13 - 18	0.3
19 - 24	0.4
25 - 30	0.5
31 - 36	0.6
37 - 42	0.7
43 - 48	0.8
49 – 54	0.9
55 - 60	hour

The Contractor shall round up the cumulative total for the month to the nearest hour.

- h. The Contractor shall not bill separately for visitation time for children visiting together. For example, three (3) siblings visiting a parent shall be billed for one (1) family not three (3).
- i. DSHS may, at its sole discretion, withhold or deny payment claimed by the Contractor for services rendered if Contractor fails to satisfactorily comply with any term or condition of the Contract.
- j. Claims for payment must be received by DSHS no later than sixty (60) days from the date services were rendered.
- k. DSHS shall make payment within thirty (30) days of receipt of a properly completed billing form for services.
- l. DSHS may stop payment to the Contractor if reports required under this Contract are delinquent, i.e., not submitted within 10 days of the due date, or incomplete.
- m. In the event of the death of any DCFS client receiving services from the Contractor, the Contractor shall submit a final billing for services to that client within 60 days of the date of death of the client.

#### **8. Services Authorized as Needed**

- a. Only DCFS may authorize services. All authorizations must be initiated in writing by DCFS and signed by the referring social worker. The approved authorization form, Parent/Child/Sibling Visit/Transportation Request is attached as Exhibit C.
- b. DCFS shall request services from the Contractor on an as-needed basis. This Contract does not obligate DCFS to authorize services from the Contractor.

#### **9. Payment Only for Authorized Services**

DSHS shall pay the Contractor only for authorized services provided in accordance with this Contract. If this Contract is terminated for any reason, DSHS shall pay only for services authorized and provided through the date of termination.

#### **10. Funding Stipulations**

- a. Information for Federal Funding. The Contractor shall cooperate in supplying any information to DSHS that may be needed to determine DSHS or the client's eligibility for federal funding.
- b. Duplicate Billing. The Contractor must not bill other funding sources for services rendered under this Contract which would result in duplicate billing to different funding sources for the same service. Furthermore, the Contractor shall ensure that no subcontractor bills any other funding sources for services rendered under this Contract, which would result in duplicate billing to different funding sources for the same service.
- c. No Federal Match. The Contractor shall not use funds payable under this Contract as match toward federal funds without the prior written permission of DSHS.
- d. Supplanting. The Contractor shall use these funds to supplement, not supplant the amount of federal, state and local funds otherwise expended for services provided under this Contract.

#### **11. Recovery of Fees for Noncompliance**

In the event the Contractor bills for services provided and is paid fees for services that DSHS later finds were either (a) not delivered or (b) not delivered in accordance with applicable standards or the requirements of this Contract, DSHS shall have the right to recover the fees for those services from the Contractor, and the Contractor shall fully cooperate during the recovery process.

**12. Overpayments and Assertion of Lien**

In the event that DSHS establishes overpayments or erroneous payments made to the Contractor under this Contract, DSHS may secure repayment, plus interest, if any, through the filing of a lien against the Contractor's real property, and/or by requiring the posting of a bond, assignment of deposit, or some other form of security acceptable to DSHS.

**13. Prohibition of Use of Funds for Lobbying Activities**

The Contractor shall not use funds payable under the Contract for lobbying activities of any nature. The Contractor certifies that no state or federal funds payable under this Contract shall be paid to any person or organization to influence, or attempt to influence, either directly or indirectly, an officer or employee of any state or federal agency, or an officer or member of any state or federal legislative body or committee, regarding the award, amendment, modification, extension, or renewal of a state or federal contract or grant.

Any act by the Contractor in violation of this prohibition shall be grounds for termination of this Contract, at the sole discretion of DSHS, and shall subject Contractor to such monetary and other penalties as may be provided by law.

**14. Business/Financial Assessment**

The Contractor authorizes DSHS to obtain a financial assessment and/or credit report of the Contractor's corporation and/or business, and of the principal owner(s) of the corporation and/or business, at any time prior to or during the term of this Contract. A "principal owner" includes person(s) or organization(s) with a 25% or more ownership interest in the business.

DSHS may deny, suspend, terminate, or refuse to renew or extend a contract if, in the judgment of DSHS, the Contractor, or any partner or managerial employee of the Contractor, or an owner of 50% or more of the Contractor entity, or a principal owner who exercises control over the Contractor's daily operations:

1. Has a credit history which could adversely affect the Contractor's ability to perform the contract
2. Has failed to meet a financial obligation as the obligation fell due in the normal course of business; or
3. Has filed for bankruptcy, reorganization, or receivership within five years of the start date of the contract.

**15. Contract Suspension.**

DSHS may, without prior notice, suspend the Contractor's performance of the Contract if the Contractor, or any partner, officer or director of the Contractor, or any staff or employee of the Contractor, is investigated by a local, county, state or federal agency regarding any matter that, if ultimately established, could either:

- a. Result in a conviction for violating a local, state or federal law, or
- b. In the sole judgment of DSHS, adversely affect the delivery of services under this Contract or the health, safety or welfare of DSHS clients.

DSHS may also take other lesser action, including, but not limited to, disallowing a staff member, employee, or other person associated with the Contractor from providing services, or from having contact with DSHS clients, until the investigation is concluded and a final determination made by the investigating agency.

16. **Insurance. The Contractor shall at all times comply with the following insurance requirements.**

a. GENERAL LIABILITY INSURANCE

The Contractor shall maintain Commercial General Liability Insurance, or Business Liability Insurance, including coverage for bodily injury, property damage, and contractual liability, with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The policy shall include liability arising out of premises, operations, independent contractors, products-completed operations, personal injury, advertising injury, and liability assumed under an insured contract. The State of Washington, Department of Social & Health Services (DSHS), and elected and appointed officials, agents, and employees of the state, shall be named as additional insureds.

**In lieu of general liability insurance mentioned above, if the contractor is a sole proprietor with less than three contracts, the contractor may choose one of the following three general liability policies but only if attached to a professional liability policy, and if selected the policy shall be maintained for the life of the contract:**

Supplemental Liability Insurance, including coverage for bodily injury and property damage that will cover the contractor wherever the service is performed with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The State of Washington, Department of Social & Health Services (DSHS), its elected and appointed officials, agents, and employees shall be named as additional insureds.

or

Workplace Liability Insurance, including coverage for bodily injury and property damage that provides coverage wherever the service is performed with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The State of Washington, Department of Social & Health Services (DSHS), and elected and appointed officials, agents, and employees of the state, shall be named as additional insureds.

or

Premises Liability Insurance and provide services only at their recognized place of business, including coverage for bodily injury, property damage with the following minimum limits: Each Occurrence - \$1,000,000; General Aggregate - \$2,000,000. The State of Washington, Department of Social & Health Services (DSHS), and elected and appointed officials, agents, and employees of the state, shall be named as Additional Insured.

b. BUSINESS AUTOMOBILE LIABILITY INSURANCE

The Contractor shall maintain a Business Automobile Policy on all vehicles used to transport clients, including vehicles hired by the Contractor or owned by the Contractor's employees, volunteers or others, with the following minimum limits: \$1,000,000 per accident combined single limit. The Contractor's carrier shall provide DSHS with a waiver of subrogation or name DSHS as an Additional Insured.

c. WORKER'S COMPENSATION

The Contractor shall comply with all applicable Worker's Compensation, occupational disease, and occupational health and safety laws and regulations. The State of Washington and DSHS shall not

be held responsible for claims filed for Worker's Compensation under RCW 51 by the Contractor or its employees under such laws and regulations.

d. EMPLOYEES AND VOLUNTEERS

Insurance required of the Contractor under the Contract shall include coverage for the acts and omissions of the Contractor's employees and volunteers. In addition, the Contractor shall ensure that all employees and volunteers who use vehicles to transport clients or deliver services have personal automobile insurance and current driver's licenses.

e. SUBCONTRACTORS

The Contractor shall ensure that all subcontractors have and maintain insurance with the same types and limits of coverage as required of the Contractor under the Contract.

f. SEPARATION OF INSURED

All insurance policies shall include coverage for cross liability and contain a "Separation of Insureds" provision.

g. INSURERS

The Contractor shall obtain insurance from insurance companies identified as an admitted insurer/carrier in the State of Washington, with a Best's Reports' rating of B++, Class VII, or better. Surplus Lines insurance companies will have a rating of A-, Class VII, or better.

h. EVIDENCE OF COVERAGE

The Contractor shall submit Certificates of Insurance to the DSHS point of contact located on page one of the contract for each coverage required of the Contractor under the Contract. The Certificate shall identify the DSHS Central Contract Services, P O Box 45811, Olympia, Washington 98504-5811 as Certificate Holder. A duly authorized representative of each insurer, showing compliance with the insurance requirements specified in this Contract, shall execute each Certificate of Insurance. The Contractor is not required to submit to DSHS copies of Certificates of Insurance for personal automobile insurance required of the Contractor's employees and volunteers under the contract.

The Contractor shall maintain copies of Certificates of Insurance for each subcontractor as evidence that each subcontractor maintains insurance as required by the Contract.

i. MATERIAL CHANGES

The insurer shall give DSHS Central Contract Services, 45 days advance written notice of cancellation or non-renewal. If cancellation is due to non-payment of premium, the insurer shall give DSHS 10 days advance written notice of cancellation.

j. GENERAL

By requiring insurance, the State of Washington and DSHS do not represent that the coverage and limits specified will be adequate to protect the Contractor. Such coverage and limits shall not be construed to relieve the Contractor from liability in excess of the required coverage and limits and shall not limit the Contractor's liability under the indemnities and reimbursements granted to the State and DSHS in this Contract. All insurance provided in compliance with this Contract shall be primary as to any other insurance or self-insurance programs afforded to or maintained by the State.

**17. Resolution of Differences.**

In the event of any differences between the parties on matters related to the interpretation and implementation of this Contract, the parties shall first attempt to resolve the difference informally between themselves at the local or regional level, by following the regional conflict resolution process.

If the parties are unable to resolve their difference as stated above, then either party may submit a request for dispute resolution as provided in section 18. Disputes.

A copy of the regional conflict resolution process is available from the DSHS contact person listed on page 1 of this contract.

**18. Disputes.**

- a. Either party who has a dispute concerning this Contract may submit a written request for dispute resolution. The amount of any rate set by law, regulation, or DSHS policy is not disputable. A party's written request for dispute resolution must include:
  1. A statement identifying the issue(s) in dispute; and
  2. Contractor's name, address and contract number.
- b. The request must be mailed to the following address within thirty (30) calendar days after the party could reasonably be expected to have knowledge of the issue, which is disputed.
- c. A copy of the current CA dispute resolution process is available at any time by written request.
- d. Requests for dispute resolution or for a copy of the current CA dispute resolution process should be sent to:

DSHS/Children's Administration  
Attention Contracts Management Unit  
P.O. Box 45710  
Olympia, WA 98504-5710

This dispute resolution process is the sole administrative remedy available under this Contract

19. Addressing Diversity. In providing services to DSHS clients under this Contract, the Contractor shall adhere to the principles of the Children's Administration Diversity Charter, which principles include but are not limited to the following:

- Non-discrimination;
- Exceptional customer service;
- Diversified, individualized, responsive and inclusive services;
- Services that meet the cultural and ethnic needs of clients;
- Equal opportunity for the workforce.

To ensure compliance with the above requirement, the Contractor shall be familiar with the CA Diversity Charter, which can be accessed at <http://www1.dshs.wa.gov/pdf/publications/22-1108.pdf>

**20. Braam Considerations**

In the event that Children's Administration should need to include additional requirements relating to the services provided under this Contract, as part of CA's obligation to meet the requirements of Braam v.



State of Washington, the parties agree to negotiate in good faith the incorporation of such additional requirements in this Contract, either by an amendment to this Contract or by a revised Contract that would replace this Contract.

## GENERAL TERMS AND CONDITIONS

1. **Advance Payment.** DSHS shall not make any payments in advance or anticipation of the delivery of services to be provided pursuant to this Contract.
2. **Amendment.** This Agreement may only be modified by a written amendment signed by both parties. Only personnel authorized to bind each of the parties may sign an amendment.
3. **Assignment.** The Contractor shall not assign this Agreement or Program Agreement to a third party without the prior written consent of DSHS.
4. **Billing Limitations.**
  - a. DSHS shall pay the Contractor only for authorized services provided in accordance with this Contract.
  - b. DSHS shall not pay any claims for payment for services submitted more than twelve (12) months after the calendar month in which the services were performed.
  - c. The Contractor shall not bill and DSHS shall not pay for services performed under this Contract, if the Contractor has charged or will charge another agency of the state of Washington or any other party for the same services.
5. **Compliance with Applicable Law.** At all times during the term of this Contract, the Contractor shall comply with all applicable federal, state, and local laws and regulations, including but not limited to, nondiscrimination laws and regulations.
6. **Confidentiality.** The Contractor may use Personal Information and other information gained by reason of this Agreement only for the purpose of this Agreement. The Contractor shall not disclose, transfer, or sell any such information to any party, except as provided by law or, in the case of Personal Information, without the prior written consent of the person to whom the Personal Information pertains. The Contractor shall maintain the confidentiality of all Personal Information and other information gained by reason of this Agreement, and shall return or certify the destruction of such information if requested in writing by DSHS.
7. **Contractor Certification Regarding Ethics.** The Contractor certifies that the Contractor is now, and shall remain, in compliance with Chapter 42.52 RCW, Ethics in Public Service, throughout the term of this Contract.
8. **Debarment Certification.** The Contractor, by signature to this contract, certifies that the Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency from participating in transactions. The Contractor also agrees to include the above requirement in any and all subcontracts into which it enters.
9. **Governing Law and Venue.** This contract shall be construed and interpreted in accordance with the laws of the state of Washington and the venue of any action brought hereunder shall be in Superior Court for Thurston County. In the event that an action is removed to U.S. District Court, venue shall be in the Western District of Washington.
10. **Health and Safety.** Contractor shall perform any and all of its obligations under this Contract in a manner that does not compromise the health and safety of any DSHS client with whom the Contractor has contact.
11. **Indemnification and Hold Harmless.**
  - a. The Contractor shall be responsible for and shall indemnify, defend and hold DSHS

harmless from all claims, loss, liability, damages, or fines arising out of or relating to a) the Contractor's or any Subcontractor's performance or failure to perform this Contract, or b) the acts or omissions of the Contractor or any Subcontractor.

b. The Contractor waives its immunity under Title 51 RCW to the extent it is required to indemnify, defend and hold harmless the State and its agencies, officials, agents or employees.

12. **Independent Contractor.** The parties intend that an independent contractor relationship will be created by this contract. The Contractor and his or her employees or agents performing under this contract are not employees or agents of the Department. The Contractor, his or her employees, or agents performing under this contract will not hold himself/herself out as, nor claim to be, an officer or employee of the Department by reason hereof, nor will the Contractor, his or her employees, or agent make any claim of right, privilege or benefit that would accrue to such employee.
13. **Industrial Insurance Coverage.** The Contractor shall comply with the provisions of Title 51 RCW, Industrial Insurance. If the Contractor fails to provide industrial insurance coverage or fails to pay premiums or penalties on behalf of its employees, as may be required by law, DSHS may collect from the Contractor the full amount payable to the Industrial Insurance accident fund. DSHS may deduct the amount owed by the Contractor to the accident fund from the amount payable to the Contractor by DSHS under this contract, and transmit the deducted amount to the Department of Labor and Industries, (L&I) Division of Insurance Services. This provision does not waive any of L&I's rights to collect from the Contractor.
14. **Inspection.** In addition to any rights of access or inspection that may be included in the Special Terms and Conditions, or in any Program Agreement, the Contractor shall provide reasonable access to the Contractor's place of business, Contractor records, and client records, to DSHS and to any authorized agent of the state of Washington or the federal government in order to monitor, audit, and evaluate the Contractor's performance and compliance with applicable laws, regulations, and these Contract terms during the term of this Contract and for one (1) year following termination or expiration of this Contract.
15. **Maintenance of Records.** The Contractor shall maintain records relating to this contract and the performance of the services described herein, including but not limited to accounting procedures and practices, which sufficiently and properly reflect all direct and indirect costs of any nature expended in the performance of this contract. All records and other material relevant to this contract shall be retained for six (6) years after expiration or termination of this contract. At no additional cost, these records shall be subject at all reasonable times to inspection, review or audit by the department, personnel duly authorized by the department, the Office of the State Auditor, and any federal and state officials so authorized by law, regulation or agreement.
- If any litigation, claim or audit is started before the expiration of the six (6) year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved.
16. **Notice of Overpayment.** If the Contractor receives a vendor overpayment notice or a letter communicating the existence of an overpayment from DSHS, the Contractor may protest the overpayment determination by requesting an adjudicative proceeding. The Contractor's request for an adjudicative proceeding must:
- a. Be received by the Office of Financial Recovery (OFR) at Post Office Box 9501, Olympia, Washington 98507-9501, within twenty-eight (28) calendar days of service of the notice;
  - b. Be sent by certified mail (return receipt) or other manner that proves OFR received the request;
  - c. Include a statement as to why the Contractor thinks the notice is incorrect; and

- d. Include a copy of the overpayment notice.

Timely and complete requests will be scheduled for a formal hearing by the Office of Administrative Hearings. The Contractor may be offered a pre-hearing or alternative dispute resolution conference in an attempt to resolve the overpayment dispute prior to the hearing.

Failure to provide OFR with a written request for a hearing within 28 days of service of a vendor overpayment notice or other overpayment letter will result in an overpayment debt against the Contractor. DSHS may charge the Contractor interest and any costs associated with the collection of this overpayment. DSHS may collect an overpayment debt through lien, foreclosure, seizure and sale of the Contractor's real or personal property; order to withhold and deliver; or any other collection action available to DSHS to satisfy the overpayment debt.

17. **Order of Precedence.** In the event of any inconsistency or conflict between the General Terms and Conditions and the Special Terms and Conditions of this agreement or any Program Agreement, the inconsistency or conflict shall be resolved by giving precedence to these General Terms and Conditions.
18. **Ownership of Material.** Material created by the Contractor and paid for by DSHS as a part of this Contract shall be owned by DSHS and shall be "work made for hire" as defined by Title 17 USCA, Section 101. This material includes, but is not limited to: books; computer programs; documents; films; pamphlets; reports; sound reproductions; studies; surveys; tapes; and/or training materials. Material which the Contractor uses to perform the Contract but is not created for or paid for by DSHS is owned by the Contractor and is not "work made for hire"; however, DSHS shall have a perpetual license to use this material for DSHS internal purposes at no charge to DSHS, provided that such license shall be limited to the extent which the Contractor has a right to grant such a license.
19. **Severability.** If any term or condition of this Contract is held invalid by any court, such invalidity shall not affect the validity of the other terms or conditions of this Contract.
20. **Subcontracting.** Except as otherwise provided in this Contract, the Contractor shall not subcontract any of the contracted services without the prior approval of DSHS. Contractor is responsible to ensure that all terms, conditions, assurances and certifications set forth in this Contract are included in any and all Subcontracts. Any failure of Contractor or its subcontractors to perform the obligations of this Contract shall not discharge the Contractor from its obligations hereunder or diminish DSHS' rights or remedies available under this Contract.
21. **Subrecipients.**
  - a. **General.** If the Contractor is a subrecipient of federal awards as defined by Office of Management and Budget (OMB) Circular A-133 and this Contract, the Contractor shall:
    1. Maintain records that identify, in its accounts, all federal awards received and expended and the federal programs under which they were received, by Catalog of Federal Domestic Assistance (CFDA) title and number, award number and year, name of the federal agency, and name of the pass-through entity;
    2. Maintain internal controls that provide reasonable assurance that the Contractor is managing federal awards in compliance with laws, regulations, and provisions of contracts or grant agreements that could have a material effect on each of its federal programs;
    3. Prepare appropriate financial statements, including a schedule of expenditures of federal awards;
    4. Incorporate OMB Circular A-133 audit requirements into all contracts between the Contractor and its Subcontractors who are subrecipients;

5. Comply with any future amendments to OMB Circular A-133 and any successor or replacement Circular or regulation.
6. Comply with the applicable requirements of OMB Circular A-87 and any future amendments to OMB Circular A-87, and any successor or replacement Circular or regulation.
7. Comply with the Omnibus Crime Control and Safe streets Act of 1968, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, Title IX of the Education Amendments of 1972, The Age Discrimination Act of 1975, and The Department of Justice Non-Discrimination Regulations, 28 C.F.R. Part 42, Subparts C.D.E. and G, and 28 C.F.R. Part 35 and 39. (Go to [www.ojp.usdoj.gov/ocr/](http://www.ojp.usdoj.gov/ocr/) for additional information and access to the aforementioned Federal laws and regulations.)

b. **Single Audit Act Compliance.** If the Contractor is a subrecipient and expends \$500,000 or more in federal awards from any and/or all sources in any fiscal year, the Contractor shall procure and pay for a single or program-specific audit for that fiscal year. Upon completion of each audit, the Contractor shall:

1. Submit to the DSHS contact person the data collection form and reporting package specified in OMB Circular A-133, reports required by the program-specific audit guide (if applicable), and a copy of any management letters issued by the auditor;
2. Follow-up and develop corrective action for all audit findings; in accordance with OMB Circular A-133, prepare a "Summary Schedule of Prior Audit Findings."

c. **Overpayments.** If it is determined by DSHS, or during the course of a required audit, that the Contractor has been paid unallowable costs under this Contract, DSHS may require the Contractor to reimburse DSHS in accordance with OMB Circular A-87.

22. **Survivability.** The terms and conditions contained in this Agreement or any Program Agreement which, by their sense and context, are intended to survive the expiration or termination of the particular agreement shall survive. Surviving terms include, but are not limited to: Billing Limitations; Confidentiality, Disputes; Indemnification and Hold Harmless, Inspection, Maintenance of Records, Notice of Overpayment, Ownership of Material, Termination for Default, Termination Procedure, and Treatment of Property.
23. **Termination Due to Change in Funding.** If the funds DSHS relied upon to establish this Agreement or Program Agreement are withdrawn, reduced or limited, or if additional or modified conditions are placed on such funding, DSHS may immediately terminate this Agreement by providing written notice to the Contractor. The termination shall be effective on the date specified in the termination notice.
24. **Termination for Convenience.** This contract is expressly contingent upon the program needs of Children's Administration. DSHS may terminate this contract in whole or in part by giving the Contractor at least thirty (30) calendar days' written notice if DSHS determines that continuation of the contract is no longer serving the needs of Children's Administration. DSHS may also offer to amend or modify this contract if it determines that such amendment or modification is consistent with the needs of Children's Administration.

Circumstances that may, in the sole judgment of DSHS, require termination, amendment, or modification of this contract include but are not limited to reassessment or reevaluation of Children's Administration program needs or goals, budget reductions or other changes in state or federal funding available to Children's Administration, changes in DSHS or Children's Administration policies, or changes in state or federal regulations or statutes.

Termination of this contract under this provision does not require Children's Administration to satisfy any burden of proof, including, but not limited to showing the existence of additional information, or a

change in circumstances, not contemplated by the parties at the time the contract was executed.

The Contractor may terminate this Contract for convenience by giving DSHS at least thirty (30) calendar days' written notice addressed to DSHS at the address listed on page one (1) of this Contract.

25. **Termination for Default.** The Contracts Administrator may immediately terminate this Contract for default, in whole or in part, by written notice to the Contractor if DSHS has a reasonable basis to believe that the Contractor has:

- a. Failed to meet or maintain any requirement for contracting with DSHS;
- b. Failed to protect the health or safety of any DSHS client pursuant to Section 9, Health and Safety, of this Contract;
- c. Failed to perform under, or otherwise breached, any term or condition of this Contract; and/or
- d. Violated any applicable law or regulation.

If it is later determined that the Contractor was not in default, the termination shall be considered a termination for convenience.

26. **Termination or Expiration Procedure.** The following terms and conditions apply upon Contract termination or expiration:

- a. The Contractor shall cease to perform any services required by this Contract as of the effective date of termination or expiration.
- b. If the Contract is terminated, the Contractor shall comply with all instructions contained in the termination notice.
- c. The Contractor shall immediately deliver to the DSHS contact named on page one of this Contract, or to his or her successor, all DSHS property in the Contractor's possession, including any "works for hire" as described in Section 17, Ownership of Material. The Contractor grants DSHS the right to enter upon the Contractor's premises for the sole purpose of recovering any DSHS property that the Contractor fails to return within ten (10) calendar days of the effective date of termination or expiration of this Contract. Upon failure to return DSHS property within ten (10) calendar days, the Contractor shall be charged with all reasonable costs of recovery, including transportation.
- d. DSHS shall be liable only for payment required under the terms of this Contract for service rendered up to the effective date of termination or expiration.
- e. DSHS may withhold a sum from the final payment to the Contractor that DSHS determines necessary to protect DSHS against loss or additional liability.
- f. The rights and remedies provided to DSHS in this Section are in addition to any other rights and remedies provided at law, in equity, and/or under this Contract, including consequential and incidental damages.

27. **Treatment of Client Property.** Unless otherwise provided, the Contractor shall ensure that any adult client receiving services from the Contractor has unrestricted access to the client's personal property. The Contractor shall not interfere with any adult client's ownership, possession, or use of the client's property. The Contractor shall provide clients under age eighteen (18) with reasonable access to their personal property that is appropriate to the client's age, development, and needs. Upon termination of the Contract, the Contractor shall immediately release to the client and/or the client's guardian or

custodian all of the client's personal property.

28. **Treatment of Property.** All property purchased or furnished by DSHS for use by the Contractor during this Contract term shall remain with DSHS. Title to all property purchased or furnished by the Contractor for which the Contractor is entitled to reimbursement by DSHS under this Contract shall pass to and vest in DSHS. The Contractor shall protect, maintain, and insure all DSHS property in its possession against loss or damage and shall return DSHS property to DSHS upon Contract termination or expiration.
29. **Waiver.** Waiver of any breach or default on any occasion shall not be deemed to be a waiver of any subsequent breach or default. Any waiver shall not be construed to be a modification of the terms and conditions of this Contract. Only the DSHS Chief Administrative Officer or designee has the authority to waive any term or condition of this Contract on behalf of DSHS

## STATEMENT OF WORK

## Parent Child Visit Services

## ORGANIZATION OF STATEMENT OF WORK

1. Purpose of Visits
2. Intent of Services
3. Authorization of Services and Referral
4. Provision of Services
5. Family Centered Practice Model
6. Notifications
7. Reports

The Contractor shall provide services under the Contract as described in this Statement of Work.

### 1. Purpose of Visits

- a. Early, consistent, and frequent visits are crucial for maintaining the parent-child relationship. Visiting is necessary to develop appropriate connections between parents and children. Purposeful visits improve safety, permanency and well-being outcomes.
- b. Visiting is essential in maintaining sibling relationships.
- c. Visits are the right of the family, including the child and parent, when in the best interest of the child. The agency shall encourage the maximum parent, child and sibling contact possible, when in the best interest of the child, per RCW 13.34.136.
- d. For a child(ren) in out-of-home care, visits with parents and sibling should be a planned event and conducted in the least restrictive and least intrusive manner, while maintaining safety for the child(ren).

### 2. Intent of Services

The Contractor shall provide services in a manner that will:

- a. Keep the child safe;
- b. Create an atmosphere and an environment that encourages the parent-child relationship; and
- c. Support and nurture the child(ren).

### 3. Authorization of Services and Referral

- a. DCFS shall use the form titled "Parent/Child/Sibling Visit/Transportation Request" attached as Exhibit C.
- b. The Contractor shall not accept an incomplete request form from the social worker and shall ensure the Original Placement Date is listed on the request form.
- c. DCFS may authorize services up to six (6) months per family. In exceptional cases DCFS



may extend a service authorization beyond six (6) months, provided the services may be performed within the term of this Contract. The Contractor shall ensure an authorization to extend service beyond six (6) months is approved by the DCFS Area Administrator. The Contractor shall retain written approval for any extensions in the client file.

#### 4. **Provision Of Services**

The Contractor shall:

a. Schedule Visits as follows:

1. Notify all parties when visitation services will begin;
2. Develop a visitation appointment schedule and arrange for the meeting location;
3. Complete the Parent/Child/Sibling Visit/Transportation Request form, attached as Exhibit C – and return it to the referring DCFS social worker upon arrangement of visits;
4. Confirm the first scheduled visit with all parties, at least 24 hours in advance of the visit, and confirm any later scheduled visit if the client failed to attend the previous scheduled visit;

b. Provide Transportation to Parent-Child Visits:

1. If transportation is requested by DSHS, the Contractor shall:
  - a) Pick up the child at the child's current residence or other agreed upon location;
  - b) Obtain signature of the out-of-home care provider, parent, or CA approved adult (age 18 or older) at the time of pick-up;
  - c) Transport the child to the scheduled visit;
  - d) Return the child to an agreed upon location; and
  - e) Obtain signature of the out-of-home care provider, parent, or CA approved adult (age 18 or older) at the time of return of the child.

c. Provide Visits as requested by DSHS at one of three levels of supervision, as follows:

1. Supervised Visits – Direct Supervision (Highest level of supervision):

- a) The Contractor's staff shall be within sight and sound of the child and all parties to the visit at all times during the visit.
- b) The Contractor's staff shall be readily available for intervention.
- c) At no time shall the child be allowed to be in the presence of the parent without the Contractor's staff present.
- d) Any of the following actions by the parties to the visit shall be cause for immediate termination of the visit by the Contractor's staff supervising the visit:
  - Attempting to distract the Contractor's staff;
  - Leaving the area with the child;
  - Hampering or impairing the level of supervision in any other way.

- e) The Contractor's staff shall complete a Visit Report Form, attached as Exhibit F, describing and documenting observations of behaviors during each supervised visit and to and from the visit if transportation is also provided. The Contractor shall submit the narrative report to the referring DCFS social worker not later than five (5) days after each visit.

2. Monitored Visits – Indirect Supervision (Next/second highest level of supervision):

- a) The Contractor's staff shall be on site during the parent-child visit and shall provide periodic observations approximately every 15 minutes during the visit.
- b) The Contractor's staff shall be available for intervention as needed.
- c) The Contractor's staff shall complete a Visit Report Form describing and documenting observations of behaviors during each monitored visit and to and from the visit if transportation is also provided. The Contractor shall submit the narrative report to the referring DCFS social worker not later than five (5) days after each visit.

3. Unsupervised Visits (Least restrictive level of supervision):

- a) The Contractor's staff shall pick up and deliver the child to and from agreed upon locations for visits.
- b) The Contractor's staff shall not be responsible for supervising or monitoring the visits.

5. **Family Centered Practice Model**

The Contractor shall provide services consistent with the "Washington State Division of Children and Family Services Family Centered Practice Model." It shall be the Contractor's responsibility to obtain information on the Family Centered Practice Model from CA/DCFS. The Family Centered Practice Model may be accessed at: <http://www1.dshs.wa.gov/pdf/ca/FCPModel.pdf>

6. **Notifications.** The Contractor shall notify the assigned CA social worker as described below when the following situations occur. Verbal notification and/or written notification sent by fax or e-mail shall be made within the time lines stated.

a. Immediate notification to CA. Immediate notification to CA requires the Contractor to:

- 1. Speak with, or leave a voice mail for, the child's assigned social worker or their immediate supervisor; AND
- 2. Provide written documentation of concerns to the child's assigned CA social worker within 24 hours from the telephone contact via fax or e-mail.

b. Immediate notification is required in the following situations:

- 1. Safety Concerns. The Contractor must provide immediate notification to CA when they become aware of:
  - a) An allegation of child abuse or neglect;
  - b) A parent/child relapses with drugs/alcohol;
  - c) A safety plan that is not followed by the signed agreed parties;
  - d) A new safety concern surfaces that is not addressed in the safety plan; and/or
  - e) Any safety concerns related to a missed visit.

2. Unusual Incidents. The Contractor must provide immediate notification to CA when they become aware of an Unusual Incident which may impact the child's health, safety or wellbeing, the child's living situation or permanent plan.

Examples of Unusual Incidents include, but are not limited to:

- a) Physical self-abuse or abuse of others;
  - b) Sexual assaults or sexual behaviors that are age inappropriate;
  - c) Severe behavioral incident(s) unlike the child's ordinary behavior;
  - d) Running away;
  - e) Any incident that necessitates medical attention or hospitalization;
  - f) An unexpected adverse reaction to medication, food, etc.;
  - g) A child's caregiver, or person incorporated into the child's safety plan, is injured or dies.
- c. Notification within 24 hours is required in the following situations:
    1. Missed Appointment. The Contractor shall notify the child's assigned CA social worker in writing by fax or email within 24 hours if a client misses a scheduled visit or requests to reschedule visits.
    2. Change of Address. The Contractor shall notify the child's assigned CA social worker in writing by fax or email within 24 hours when the Contractor learns a parent has a change of address.

## 7. **Reports**

The Contractor shall submit the following reports, in a format prescribed by CA/DCFS and at the times stated below. Copies of all reports shall also be provided to the DCFS referring social worker.

- a. Driver/Supervisor: Visit and Transportation Billing Log. Submit the log, attached as Exhibit E, with invoice within 5 business days in accordance with Section 7. Billing and Payment, of this Contract's Special Terms and Conditions.
- b. Visit Report Form. Submit the reporting form, attached as Exhibit F, not later than five (5) working days after each visit to the referring DCFS social worker.
- c. No Show Notification Letter. Submit the notification letter, attached as Exhibit G, to the social worker within 24 hours of missed visit by the parent(s).

PCV SAMPLE CONTRACT EXHIBIT B

PROGRAM REQUIREMENTS

Parent Child Visit Services

ORGANIZATION OF PROGRAM REQUIREMENTS

1. Qualification Requirements
2. Staff and Subcontractor Training
3. Evaluation of Contractor
4. Background Checks
5. Health and Safety of DCFS Client Children
6. Corporal Punishment Prohibited
7. Smoking Prohibited in Presence of Client Children and Foster Youth
8. Non Transportation of Clients
9. Transportation of Children
10. Culturally Relevant Services
11. Child Passenger Restraint Requirements
12. Interpretation and Translation
13. Confidentiality – Consent by Minor
14. Client Records
15. Administrative Records
16. Personnel and Subcontractor Records
17. Auditing and Monitoring
18. Operating Procedures

The Contractor shall comply with all program and other requirements for providing services under this Contract, as set forth below.

**1. Qualification Requirements**

- a. Your organization must meet each of the following minimum qualifications in order for DSHS to consider your Response:
  - (1) Your organization must have at least 3 years experience working with and/or supervising children, with at least eighteen (18) months of that experience with children in the child welfare and/or child protection system(s).
  - (2) Your organization must have at least 2 years experience working with families and family systems, to include evaluating parent/child interactions and mentoring/ educating parents on successful parenting skills and techniques;
  - (3) Your organization must have a Supervised Visitation and Transportation Program Director with a Bachelors Degree (BA) in social services or closely allied field and five (5) years direct services; or a Masters of Social Work (MSW) with two (2) years direct services with children and families; three (3) years supervision with a sample of your written documentation.
  - (4) Your organization must have a business license for the state of Washington;
  - (5) Your organization must pass a credit history check which demonstrate that you meet your financial obligations and that you, your business partners and/or the business have not filed for bankruptcy, reorganization or receivership within the last five (5) years;
  - (6) Your organization must demonstrate success in social service delivery and administration.

- b. Visitation staff:
- (1). It is the responsibility of the Contractor(s) to provide supervision and structured training to their staff utilizing CA approved curriculum. Both supervision and training are to be documented in staff's personnel file.
  - (2). The Contractor(s) are required to direct and monitor staff's work, and provide ongoing feedback.
  - (3) CA reserves the right to approve or decline the services of any Contractor(s)' staff based on documented cause.
  - (4) Must have a cleared CA criminal history background check, or a FBI fingerprint check if in Washington state for less than three (3) years,
  - (5) Must have an Associates of Arts (AA) degree plus 4 years direct service experience with children and families or a Bachelor of Arts (BA) or Bachelor of Social Work (BSW) plus 2 years direct service experience.
- c. Transportation staff:
- (1). Must have a cleared CA criminal history background check, or a FBI fingerprint check if in Washington state for less than three (3) years,
  - (2). Drivers to be at least 21 years old,
  - (3). Have a valid Washington state drivers license,
  - (4). Have a clean driving record as obtained from Washington state Department of Licensing,

## **2. Staff and Subcontractor Training**

- a. The contractor shall ensure employees, sub-contractors and/or volunteers complete, at a minimum, not less than twenty (20) hours overall of training on the following topics prior to providing services under this contract. training in a particular topic taken within the past five (5) years is acceptable for meeting this contract requirement, provided the particular training curriculum has not changed substantially from the time it was taken.
- CPR and First Aid,
  - Blood born pathogens,
  - Appropriate use of car seats,
  - Behaviorally specific documentation,
  - Child Abuse and Neglect orientation and reporting,
  - Child development,
  - Communication skills
  - Conflict resolution or problem solving skills,
  - Court testimony,
  - Cultural diversity in provider practice,
  - De-escalation techniques,
  - Domestic violence,
  - Family dynamics,
  - Grief and loss,
  - Parent coaching and redirection,
  - Intervention skills,
  - Objective observation techniques,
  - Court ready documentation,

- CA Parent Child Visitation policy and procedures,
  - Emergency response (i.e., natural disasters, accidents, etc.),
  - Managing the visitation environment, and
  - Substance abuse.
- b. Alternatively, Foster Parent Pride training within the past 5 years will satisfy this requirement. Regardless of how acquired, all training must be documented; and documentation of training must be maintained either in individual personnel files or in the Contractor's training files, cross-referenced to the individual employee or volunteer.
- c. DSHS Visitation Training. DSHS will provide training on supervising or monitoring visitations, the Contractor shall ensure that Contractor staff attends such training
- d. Confidentiality Training/Information. The Contractor shall provide training and information concerning client confidentiality.
- e. Mandated Reporter Training
- f. The Contractor shall ensure that all current staff view the video "Making a CPS Referral: A Guide for Mandated Reporters" within 30 days of the effective date of this Contract and that all future employees view the video within two (2) weeks of initial employment. After viewing, each employee shall sign and date a statement acknowledging his or her duty to report child maltreatment, and the Contractor shall retain the signed statement in the employee's personnel file. If staff have viewed the video within the last three (3) years, they shall be considered as having satisfied this requirement provided the Contractor has the employee's signed statement on file. The Contractor shall either obtain a copy of the video from DSHS, or access the video online at the following address: <http://www1.dshs.wa.gov/ca/pubs/pubcats.asp?cat=Multi-Media>.

### 3. Evaluation of Contractor

DSHS may evaluate the Contractor's performance during the term of the Contract. Areas of review may include, but are not limited to, the following:

- a. Service provision documentation;
- b. Quality and timeliness of reports;
- c. Consumer satisfaction;
- d. Timeliness of services provided;
- e. Effective collaborative efforts with DSHS;
- f. Adherence to contract terms; and
- g. Compliance with federal and state statutes.

### 2. Background Checks.

This requirement applies to any employees, volunteers and subcontractors who may have unsupervised access to children served under this contract. This requirement does not apply to currently licensed foster parents who are affiliated with the Contractor. Licensed foster parents are subject to the criminal history background provisions associated with obtaining and maintaining a

current foster license.

The Contractor shall ensure a criminal history background check pursuant to RCW 43.43.832, 43.43.834, RCW 43.20A.710 and WAC 388-06 has been completed through DSHS for all current employees, volunteers, and subcontractors, and that a criminal history background check shall be initiated for all prospective employees, volunteers and subcontractors who may have unsupervised access to children served under this contract. The Contractor shall assist in obtaining additional state or national criminal history and/or child abuse/neglect history, if requested by DSHS. The Contractor shall ensure that no employee, volunteer or subcontractor, including those provisionally hired pursuant to RCW 43.43.832(7), has unsupervised access to children served under this contract, until a full and satisfactory background check is completed and documentation, qualifying the individual for unsupervised access, is returned to the Contractor.

### **3. Health and Safety of DCFS Client Children.**

- a. If the Contractor determines that there are additional health and safety concerns, suspected substance abuse, or other presenting problems which were not stated in the DCFS referral, the Contractor shall immediately report this information to the referring DCFS social worker and, if appropriate to CPS Intake. The Contractor shall follow such verbal notification by written notification within 24 hours to the DCFS social worker and to CPS Intake.
- b. Contractors are mandated reporters under Chapter 26.44.030 RCW. The Contractor shall immediately report all instances of suspected child abuse and neglect to (1) Child Protective Services (CPS) Intake and (2) the referring DCFS social worker. The Contractor shall follow verbal notification by written notification within 24 hours to the DCFS social worker and to CPS Intake.
- c. CPS Intake shall make the determination of whether the referral constitutes an allegation of child abuse or neglect that shall be accepted for investigation, as a possible licensing compliance issue, or as a matter of "information only".
- d. Written notification required by the Contractor shall include notification by fax or by e-mail.

### **4. Corporal Punishment Prohibited**

Corporal Punishment of children in the Department's care or custody is prohibited. Corporal Punishment is any act which willfully inflicts or causes the infliction of physical pain on a child. The Contractor, and the Contractor's agents and employees, shall not administer Corporal Punishment to children served under this Contract.

### **5. Smoking Prohibited in Presence of Client Children and Foster Youth.**

Smoking in the presence of client children is prohibited including, but not limited to, the following circumstances:

- a. When transporting client children under age 18 and foster youth 18 to 21 years of age;
- b. When there is direct contact with client children under age 18 and foster youth 18 to 21 years of age, such as talking with a child or accompanying a child, even when in a public place where smoking may otherwise be permitted.

### **6. Non Transportation of Clients.**

The Contractor shall not transport DSHS clients under this Contract unless the Contractor has Business Auto Policy insurance coverage as required in Section 16.b. of this Contract's Special Terms and

Conditions.

## **7. Transportation of Children.**

The Contractor shall provide safe and reliable transportation for children served under this Contract if transportation is a component of the services provided under the Contract. The Contractor shall not subcontract or otherwise arrange for transportation of children served under this Contract without prior DSHS approval.

The Contractor shall at all times comply, and shall ensure that all employees, volunteers and subcontractors comply, with the following requirements:

- a. Drivers shall be age 21 or older, have a current valid driver's license for the classification of motor vehicle operated, have no history of DWI violations, and have proof of liability insurance.
- b. Drivers shall at all times comply with the child passenger restraint requirements of RCW 46.61.687 when transporting children or providing transportation to children served under this Contract. Current child passenger restraint requirements may be accessed at <http://www.800bucklup.org/>.
- c. Driver and/or other staff accompanying clients in the motor vehicle shall have current first aid and cardiopulmonary resuscitation (CPR) training.
- d. Motor vehicle is maintained in safe operating condition.
- e. Number of passengers does not exceed the seating capacity of the motor vehicle.
- f. Motor vehicle is equipped with appropriate safety devices and individual seat belts which shall be used when the vehicle is in motion.
- g. The Contractor shall provide all child safety restraints for children served under this contract. Child safety restraint expenses are included in the maximum contract amount for this contract.

## **8. Child Passenger Restraint Requirements (RCW 46.61.687)**

The Contractor shall at all times comply, and shall ensure that all employees, volunteers and subcontractors at all times comply, with the child passenger restraint requirements of RCW 46.61.687 when transporting children or providing transportation to children served under this Contract. RCW 46.61.687 may be accessed at <http://www.leg.wa.gov/RCW/index.cfm?section=46.61.687&fuseaction=section>

Current child passenger restraint requirements may also be accessed on the Washington State Traffic Safety Commission's child safety website, at <http://www.800bucklup.org/>

The Contractor shall provide all child safety restraints for children served under this contract. Child safety restraint expenses are included in the maximum contract amount for this contract as ancillary costs.

## **9. Culturally Relevant Services**

The Contractor shall provide appropriate, accessible, and culturally relevant services to clients and their families. Service delivery shall be culturally competent and responsive to each client's cultural beliefs and values, ethnic norms, language needs, and individual differences. Contractors are encouraged to employ a diverse workforce that reflects the diversity of their clientele and the community. The



Contractor shall have a written recruitment policy which demonstrates that the Contractor is an equal opportunity employer.

## **10. Interpretation and Translation**

- a. The Contractor shall provide Limited English Proficient (LEP) clients with certified or otherwise qualified interpreters and translated documents.
- b. The Contractor shall provide deaf, deaf-blind, or hard of hearing clients with the services of a certified sign language interpreter.
- c. Interpreter and translation services shall be provided at no cost to the client. All interpreter and translation costs shall be the financial responsibility of the Contractor. These costs are included in the contracted rate.
- d. Extraordinary costs, which create an undue hardship for the Contractor in providing interpretation and/or translation services to an individual client, may be reviewed and addressed for supplemental reimbursement by the DCFS Regional Administrator or designee on a case by case basis.

## **11. Confidentiality – Consent by Minor**

This Contract imposes the following additional requirement to the section titled Confidentiality, set forth above as one of the General Terms and Conditions: The Contractor shall not disclose, transfer, or sell the Personal Information of a minor except as provided by law or with the prior written consent of the minor's parent, legal representative or guardian. If a child is a dependent of Washington State, then prior written consent must be obtained from DSHS.

This Contract imposes the following additional requirement to the section titled Confidentiality, set forth above as one of the General Terms and Conditions: The Contractor shall not disclose, transfer, or sell the Personal Information of a minor except as provided by law or with the prior written consent of the minor's parent, legal representative or guardian. If a child is a dependent of Washington State, then prior written consent must be obtained from DSHS.

**12. Client Records.** The Contractor shall maintain individual client records and shall promptly submit to DSHS a copy of such records upon request. At a minimum, individual client records must include:

- a. Referral from CA;
- b. Parent/Child/Sibling Visit/Transportation Requests, attached as Exhibit C;
- c. Visit Report Form;
- d. Hours of service provided to client to include: date of service, type of service, number of hours provided and outcome of service (include the number of home visits provided); and
- e. No Show Notification Letter, if applicable.

## **13. Administrative Records**

The Contractor shall retain the following administrative records:

- a. Driver/Supervisor: Weekly Visit and Transportation Billing logs.
- b. Fiscal records that shall substantiate costs charged to DSHS under this Contract;
- c. Documentation of all audits, license reviews, contract monitoring reports, and corrective

action reports and actions taken. Documentation of all costs associated with service provided under this Contract.

- d. Recruitment policy which demonstrates that Contractor is an equal opportunity employer;
- e. Personnel policy reflecting CA policy requirements re “Smoking Prohibited in Presence of Client Children and Foster Youth;”
- f. A copy of any subcontract or other agreement for subcontracted services and the provider’s qualifications;
- g. Copy of the Certificate of Insurance for each subcontractor; and
- h. Protected group data:
- i. A list of current staff by position that addresses date of birth, sex, and identified protected group status, including race, Vietnam Era Veteran, Disabled Veteran, and person of disability.
- j. A list of all clients served that addresses date of birth, sex, and race.

When collecting protected groups data, the Contractor shall inform staff and clients that (1) the furnishing of the information is entirely voluntary; (2) the refusal to furnish the data shall not have adverse effects.

#### **14. Personnel and Subcontractor Records**

The Contractor shall retain the following records on (1) all of Contractor’s staff and employees, whether full-time or part-time, (2) volunteers, and (3) any subcontractor’s staff and employees who may have contact with DSHS clients in performing duties or providing services under this Contract:

- a. DSHS criminal history background check approval;
- b. Any other criminal history background checks;
- c. Current license(s), registration(s), or certification(s) to practice in the state of Washington and/or in the state in which services are provided, as applicable;
- d. Proof of degree(s), if required, and transcripts from college or other school awarding any degree(s) required under this Contract for service provision;
- e. Documentation of academic history and credentials, as applicable;
- f. Employment and experience history;
- g. Job description;
- h. Annual performance evaluations;
- i. Training records, as applicable;
- j. Hours worked and payment records;
- k. Proof of driver’s license and automobile liability insurance, if staff or subcontractor provides transportation to DSHS clients;
- l. Staff training log;

- m. Signed statements acknowledging duty to report child maltreatment
- n. Signed statements to adhere to confidentiality of client information; and
- o. Copy of each signed subcontract or other agreement for any subcontractors.

## **15. Auditing and Monitoring**

- a. If the Contractor is required to have an audit or if an audit is performed, the Contractor shall forward a copy of the audit report to the DSHS Contact listed on page 1 of this Contract.
- b. If federal or state audit exceptions are made relating to this Contract, the Contractor must reimburse the amount of the audit exception, and any other costs including, but not limited to, audit fees, court costs, and penalty assessments.
- c. DSHS may schedule monitoring visits with the Contractor to evaluate performance of the program. The Contractor shall provide at no further cost to DSHS reasonable access to all program-related records and materials, including financial records in support of billings, and records of staff and/or subcontractor time.

## **16. Operating Procedures**

- a. In collaboration with DCFS, the Contractor shall develop written operating procedures, which set forth procedures for the day-to-day operation and conduct of activities under this Contract. Such procedures must be in accord and consistent with, and shall not conflict with, the provisions of this Contract. The written operating procedures shall address:
  - b. Guidelines to follow the DSHS/CA Visitation Policy;
  - c. Referral process steps;
  - d. Communication links (contact persons);
  - e. Case updating requirements;
  - f. Case termination and extension procedures;
  - g. Scheduling process;
  - h. Training collaboration, if any;
  - i. Report and feedback process;
  - j. Emergency procedures.
- k. The Contractor shall submit a copy of the written operating procedures to the DSHS Contact identified on page 1 of this Contract.
- l. The Contractor and DCFS shall each retain a copy of the written operating procedures.

CHILDREN'S ADMINISTRATION Parent/Child/Sibling Visit/Transportation Request			
(Section 1-completed by social worker)			
DATE	OPD	CHILD'S NAME	ETHNICITY
CASE NUMBER		BIRTHDATE	CHILD'S WEIGHT
SOCIAL WORKER AND PHONE NUMBER			SUPERVISOR
NAME OF FOSTER PARENT (FP)/RELATIVE			FP/RELATIVE PHONE NUMBER
PARENT/VISITOR NAME			PARENT/VISITOR PHONE #
DCFS EMERGENCY NUMBERS:		AFTER HOURS:	
Alternatives to Visitation/Transportation Program Considered: <input type="checkbox"/> Foster Parents <input type="checkbox"/> Case Aides/Intern <input type="checkbox"/> Other:			
SERVICES REQUESTED			
Transportation: <input type="checkbox"/> YES <input type="checkbox"/> NO    Type of Visit: <input type="checkbox"/> SUPERVISED <input type="checkbox"/> MONITORED <input type="checkbox"/> UNSUPERVISED Pickup: <input type="checkbox"/> YES <input type="checkbox"/> NO    RETURN TRIP: <input type="checkbox"/> YES <input type="checkbox"/> NO Visitation Plan (should include frequency and duration at minimum):			
Pickup Child at (Address):			
Responsible Person at Pickup:			
Phone Number:			
Visit Location, include address:			
Return Child To:			
Responsible Person at Return Location:			
Phone Number:			
Visit to be Coordinated with Other Cases (Names):			
Is Time for Visit Negotiable? <input type="checkbox"/> YES <input type="checkbox"/> NO    If not, required day and time for visit?			
SOCIAL WORKER SIGNATURE:		SUPERVISOR SIGNATURE:	

**CHILDREN'S ADMINISTRATION**  
**Parent/Child/Sibling Visit/Transportation Request**

GATEKEEPER SIGNATURE:

(Section 2-completed by social worker)

☐ SAFETY ISSUES/PARENT (Check all that apply):

☐ Anger outbursts (DV)

☐ Inappropriate touching

☐ Inappropriate conversation

☐ Substance abuse

☐ May try to leave with child

☐ Threatening behavior

☐ Other (List):

☐ Parent Stressors (list):

☐ SAFETY ISSUES/STRESSORS/CHILD (list):

RESTROOM RULES:

☐ Supervisor must take all children (no children left alone with parent)

☐ Supervisor takes one child, others can stay with parent

☐ Parent can take children without supervision

☐ Child does not need to be accompanied to restroom

NOTES: Special Concerns/Limitations: (e.g. Specify who can attend visits with parents; child is medically fragile, etc.)

**VISIT SCHEDULE**  
(Section 3-completed by Contracted Provider)

Starting Date: Day(s) of Visit:

Time of Pickup: Time of Visit: Time of Return:

Assigned Driver: Phone Number:

Visit Supervisor(if different): Phone Number:

Provider Agency: Phone Number:

Visitation Changes and Effective Dates:

Form Returned to DCFS (Transportation/Visitation Coordinator) Date:

CHILDREN'S ADMINISTRATION  
Parent/Child/Sibling Visit/Transportation Request

PROCEDURES

1. Social worker obtains Transportation/Visitation Request form from Regional Transportation/Visitation Coordinator.
2. Social worker completes Sections 1 and 2 of the Request Form.
3. Social worker returns completed form to appropriate Transportation/Visitation Coordinator.
4. Social worker should be prepared to receive telephone call from the driver/visit supervisor to staff case and confirm schedule. This step is mandatory before services start. Please inform contracted provider of special concerns regarding child or parents.
5. After telephone staffing, Social worker will receive copy of the request form with the "Visit Schedule" Section 3 completed by contracted provider.
6. Contracted provider will notify all parties as to when services will begin and schedule for transporting and visits.
7. All changes in transportation/visitation schedule require approval of Social worker.
8. If Social worker is aware of cancellations of visit, need to change schedule, or termination of services, the social worker is requested to notify contracted provider.
9. Concerns about the contracted services should be addressed to the Coordinator in the local DCFS office.

The Transportation/Supervised Visitation Services are fee-for-service contracts made possible by an allotment to each Region in DCFS as an effort to deal with Social worker workload issues and services enhancement.

**PARENT/CHILD VISIT MONTHLY BILLING FORM**

SERVICES RENDERED IN PERFORMANCE UNDER DSHS CONTRACT NO. \_\_\_\_\_

DCFS OFFICE: \_\_\_\_\_ MONTH OF SERVICE FROM: \_\_\_\_\_ TO: \_\_\_\_\_

Provider Name: \_\_\_\_\_ Provider Number: \_\_\_\_\_

Provider Address: \_\_\_\_\_

**TRANSPORTATION AND / OR SUPERVISION HOURS**CHILD (Key Recipient) HAS BEEN IN PLACEMENT **MORE THAN 15 MONTHS FROM OPD**

Type of Service Provided	Number of Hours Billed	Total Dollar Amount Billed
Transportation (A)		
Supervision (B)		
Total Hours (C)		
<b>SUB TOTAL</b>		
<b>CHILD (Key Recipient) HAS BEEN IN PLACEMENT <u>15 MONTHS OR LESS FROM OPD</u></b>		
Type of Service Provided	Number of Hours Billed	Total Dollar Amount Billed
Transportation (A)		
Supervision (B)		
Total Hours (C)		
<b>SUB TOTAL</b>		
<b>TOTAL AMOUNT DUE:</b>		

**MILEAGE REIMBURSEMENT**CHILD (Key Recipient) HAS BEEN IN PLACEMENT **MORE THAN 15 MONTHS FROM OPD**

	Number of Miles Billed	Total Dollar Amount Billed
MILEAGE		
<b>SUB TOTAL</b>		
<b>CHILD (Key Recipient) HAS BEEN IN PLACEMENT <u>15 MONTHS OR LESS FROM OPD</u></b>		
	Number of Miles Billed	Total Dollar Amount Billed
MILEAGE		
<b>SUB TOTAL</b>		
<b>TOTAL AMOUNT DUE:</b>		

Enclosed are **ALL Visit Transportation Billing Logs** for the above services: ☐ Yes ☐ No

VENDOR'S CERTIFICATE: I hereby certify under penalty of perjury that the items and totals listed herein are proper charges for materials, merchandise or services furnished to the State of Washington, and that all goods furnished and/or services rendered have been provided without discrimination because of age, sex, marital status, race, creed, color, national origin, disability, religion, or Vietnam era or disabled veterans status.

\_\_\_\_\_  
PCV CONTRACTOR SIGNATURE\_\_\_\_\_  
DATE

## Driver/Supervisor: Visit and Transportation Billing Log



### VISIT AND TRANSPORTATION BILLING LOG FOR THE MONTH OF \_\_\_\_\_

DCFS Office: \_\_\_\_\_

Child's Original Placement Date (OPD): \_\_\_\_\_

The child has been in placement more than 15 months from OF ☐ Yes

List other siblings in group being transported/supervised:

Agency Name: \_\_\_\_\_

Name and OPD: \_\_\_\_\_

Driver/Supervisor Name (Please print): \_\_\_\_\_

Name and OPD: \_\_\_\_\_

DATE	Transportation Hours (A)	Supervision Hours (B)	Total Hours ©	MILES DRIVEN (PT to PT)	BILLING BEGIN TIME	BILLING START ADDRESS	END TIME	BILLING ENDING ADDRESS
			0					
			0					
			0					
			0					
			0					
			0					
			0					
			0					
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>				

Driver/Supervisor's Signature	Minute	Tenths
	1 - 6	6
Date	7 - 12	7
	13 - 18	8
	19 - 24	9
	25 - 30	1.0 hour

**IF THE DRIVER IS BILLING FROM THEIR HOME ADDRESS, PLEASE PRINT  
HOME ADDRESS HERE.**

Staff name: \_\_\_\_\_

Address: \_\_\_\_\_

PLEASE ATTACH TO THE MONTHLY BILLING FORM \_\_\_\_\_



**PCV CONTRACT SAMPLE EXHIBIT F**

VISIT REPORT FORM			
Unsupervised <input type="checkbox"/>	Monitored <input type="checkbox"/>	Supervised <input type="checkbox"/>	
Social Worker Name:			
Family Name:		Case #:	
Date:	Time:	Location of Visit::	
Who was at the visit and relationship to child?			
Observation/Question:	Yes	No	N/A
1. Parent was on time for visit? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Parent stayed for entire visit? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Parent planned age-appropriate snacks? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Parent planned age-appropriate activities? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Parent participated in the following activities during the visit?			
Playing:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Games:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sang:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cooking/Eating:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Homework:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care: (e.g. change diapers, combing hair, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other:			
6. Parent greeted child at beginning of visit? Explain how?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Parent set age appropriate limits with child, managed the child's behavior? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Parent showed signs of affection consistent with family culture? i.e. Eye contact, tone of voice, smiles, hugs, holding, listening, positive feedback? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Parent asked child questions about child's school, how they are adjusting? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. If visit was in home, was the home child safe and child proof for age of child? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Child on time for visit? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Child greeted parent? Explain how?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Child showed signs of affection consistent with family culture? i.e. Eye contact, tone of voice, smiles, hugs, holding, listening? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Child shared experiences with parent? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Parent helped child say good-bye at end of visit? (i.e. helped clean up, said good-bye, walked child to car, etc.) Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Supervisor had to intervene to maintain child safety? Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments			

Supervisor/Transporter

Name:

Agency Name:

Date:

**Please document each visit and send to social worker within 5 days of visit.**

**PARENT-CHILD VISITS  
NO-SHOW AND MISSED VISIT REPORT**

Case Name:

No-Show ☐ Date:

Missed ☐ Date:

This is the: 1<sup>st</sup> ☐ 2<sup>nd</sup> ☐ 3<sup>rd</sup> ☐

Assigned Social Worker:

Date of Notification to Social Worker:

Visit Location:

Action Taken:

Attempts by parent/family to reschedule:

Comments:

**No Show Notification Letter**